

# HANDS ON VIDEO RELAY SERVICES

## Customer Care Log

### June 1, 2006 to May 31, 2007

	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	TOTAL
<b>SERVICE COMPLAINTS</b>													
Rude/attitude/ manner	0	0	0	0	1	1	2	1	1	1	1	6	14
Didn't explain/ Intro VRS	0	0	0	0	0	0	0	0	1	0	0	0	1
VCO/HCO procedures not followed	0	0	0	1	1	0	0	0	0	0	2	2	6
Poor signing	1	0	0	1	0	1	0	0	0	1	0	0	4
Poor voice tone	0	0	1	0	0	0	0	0	0	0	0	0	1
Poor facial expression	0	0	1	0	0	0	0	0	0	1	0	1	3
VI controlled call	0	0	0	0	0	0	0	0	1	0	0	0	1
VI not transparent	0	0	0	0	0	1	0	1	0	0	0	0	2
VI didn't relay everything	0	0	0	0	0	1	0	1	0	0	0	1	3
VI didn't follow instructions	0	0	1	0	0	1	1	1	0	0	0	2	6
Inappropriate VI switch	1	0	1	0	0	0	0	0	0	0	0	1	3
Noise in Center	0	0	0	0	0	0	0	0	1	0	0	0	1
Other Complaints	1	1	2	0	1	0	0	1	1	4	0	3	14
<b>TECHNICAL COMPLAINTS</b>													
Video Quality	2	4	2	2	4	3	3	9	5	8	6	12	60
Router	4	4	8	2	3	2	4	2	5	6	4	4	48
Firewall	1	2	3	4	3	0	2	1	4	3	5	5	33
Video Camera	0	0	0	0	0	2	0	0	0	0	1	0	3
Incomptiable webcam	0	2	0	0	1	0	0	1	1	0	0	2	7
Dlinks not connected correctly	0	0	1	2	0	3	2	0	1	1	0	0	10
Failed to download	0	1	1	1	1	1	1	1	1	0	1	0	9
<b>MISC</b>													
ASA	0	1	1	0	0	1	1	0	0	0	0	0	4
Bi Lingual services	0	0	1	1	1	0	1	0	1	1	0	0	6
<b>TOTAL</b>													239

2005	2006	2007
-	TOT	219
	AL	

## Service Complaints

**Ticket** 10570

**Ticket Opened:** 08/29/06

**Subtype:** Rude Attitude/Manner

**Category:** Customer Feedback

**Customer Comments:** Interpreter #186 was taking my phone number to call, and kept looking away to write the number on paper. I felt took too long, and like terp ignored me. Suggest memorizing the whole number, or typing it on computer, instead of looking down at paper. At least say "hold on" when looking down, don't just ignore me... felt VI had bad attitude.

**Resolution:** Talked to VI 186. VI also filled out a customer service ticket #10578. VI stated they were following normal hovrs vi protocol, with our current system of taking a few numbers at a time to type.

**Ticket Closed:** 08/31/06

**Ticket** 10842

**Ticket Opened:** 10/20/06

**Subtype:** Rude Attitude/Manner

**Category:** Customer Feedback-Complaint Against VI

**Customer Comments:** Client complaint: VI #939 does not have patience, sign too fast. The client is not expert in ASL and asked VI to sign; VI gave client attitude. It happened third time in past few weeks with the same VI

**Resolution:** Call center manager has acknowledged complaint and followed up with VI. Customer Care thanked customer for feedback.

**Ticket Closed:** 10/25/06

**Ticket** 10984

**Ticket Opened:** 11/15/06

**Subtype:** Rude Attitude/Manner

**Category:** Customer Feedback

**Customer Comments:** VI 499 - unprofessional, and had an attitude like needed to explain words and vocabulary to me. I have good ASL language, don't need that condescending attitude.

**Resolution:** Call Center manager acknowledged and followed up with VI on complaint. Call Center supervisor coached VI on proper procedure and follow up.

**Ticket Closed:** 11/17/06

**Ticket** 11131

**Ticket Opened:** 12/05/06

**Subtype:** Rude Attitude/Manner

**Category:** Customer Feedback

**Customer Comments:** I definitely do NOT like this guy's altitude Extremely RUDE tonight... I asked him to please change interpreter, he gave me this look on his face and then just sat there and read some stuff, then I asked him what's happening, he gave me an altitude again said I asked for someone to change interpreter and nobody's coming, then went back to read whatever he was reading then after a BIT, I asked Again.. he said I can't leave my desk to swap and I guess they all are busy and for me to try again... EXTREMELY RUDE Fella! I hope I don't see this guy again! 1055 pm Monday night

**Resolution:** Call Center Manager has acknowledged. Customer Care informed customer that we will document and thanked him for his feedback.

**Ticket Closed:** 12/06/06

**Ticket** 11181

**Ticket Opened:** 12/12/06

**Subtype:** Rude Attitude/Manner

**Category:** Customer Feedback-Complaint against VI

**Customer Comments:** customer felt that this #920 did not do her job right. Interpreter kept looking and talking to person on her side and her face was not watching her all the time. She kept turning her face to the side and talking...

**Resolution:** Supervisor #900 and #910 met with #920 to discuss this complaint. #920 admitted that she does have a difficult time in utilizing a poker face if distractions occur within the call center. Both supervisors have discussed with VI how to manage these distractions and utilize strategies if those distractions do occur to her own benefit by calling for a supervisor or lead interpreter to assist as needed.

**Ticket Closed:** 12/14/06

**Ticket** 11373

**Ticket Opened:** 01/11/07

**Subtype:** Rude Attitude/Manner

**Category:** Customer Feedback-Complaint against VI

**Customer Comments:** #127 was really rough with interpreting. She didn't look very interested in her job and often put her elbows on the VI station desk. She did not inform me the phone was ringing. Perhaps she just had a bad day, but I felt this should be noted.

**Resolution:** Call Center Manager acknowledged and will follow up with VI for feedback.  
**Ticket Closed:** 01/12/07

**Ticket** 11722

**Ticket Opened:** 02/23/07

**Subtype:** Rude Attitude/Manner

**Category:** Customer Feedback-Complaint against VI

**Customer Comments:** 2/23/07 9:45pm Caller requested Supervisor to file complaint against VI. Did not have VI's number, only the station they were in around 9:15pm or so...the station was # XXXXX. VI had brown hair shoulder length and wearing glasses and a black zip up jacket. I don't think XXXX VI, but not sure where that station is.

**Resolution:** Call Center manager acknowledged.

**Ticket Closed:** 02/27/07

**Ticket** 11904

**Ticket Opened:** 03/15/07

**Subtype:** Rude Attitude/Manner

**Category:** Customer Feedback-Complaint against VI

**Customer Comments:** Caller was upset with VI 303 for several reasons: - Lousy Attitude and had mean face expression. The VI kept her eye rolls and asked caller to repeat the signs. Caller felt that she did sign clear but seem distressed because of VI's unpleasant approach - Was not effective communicating between the callers. She was talking with her hearing sister on the phone and the VI said "you lied" four times as she was puzzled that her sister said that 4 times. Later on she approached her sister in person to make sure if she said 4 times but she claimed only once. During one of the call with insurance company, caller felt that VI 303 did not give the right information and was not sure if it was the insurance co or the VI that had bad attitude with caller. She felt it was the VI because of the overall issues.

**Resolution:** Call Center Manager has spoken with the VI regarding this complaint.

**Ticket Closed:** 03/19/07

**Ticket** 12108

**Ticket Opened:** 04/06/07

**Subtype:** Rude Attitude/Manner

**Category:** Customer Feedback

**Customer Comments:** I want to complain about 216. She gave me a rude face and attitude while I called. She rolls her eyes so often. She scratched her back as it not professional. Also, she needs to be monitored: when she signed pres 1 2 3 4 5 6. She waved at me, I told her I am here, please stay on hold. She rolled her eyes and was not polite to me as well. She needs to be professional as role example of your business or otherwise your HOVRS seem not training interpreter as ethic role model. Thanks for listen my complaint because I have seen one interpreter picking her nose while we are in call. I was like I am still here and see them. It some areas, that needs closer monitoring but your service is great, but those interpreters shouldn't make faces if having a bad day or something. Take a 5 or 10 minute break!

**Resolution:** Call Center Manager acknowledged; spoke to VI about situation.

**Ticket Closed:** 04/10/07

**Ticket** 12351

**Ticket Opened:** 05/01/07

**Subtype:** Rude Attitude/Manner

**Category:** Customer Complaint against VI

**Customer Comments:** I am not happy with that at & t. #257. When she called and began to sign, why did she cover her mouth and whisper without sign language? I asked her why she did that. She laughed and was silly and rude.

**Resolution:** I spoke with this interpreter. Apparently that day there were many technical issues going on with the call. The VIs had a very bad connection and the caller was only able to type to the interpreter. The caller was able to see the VI clearly. The VI in question was simply communicating to the VI that would she would switch her out. I cautioned to VI to be very careful and make everything transparent to the deaf caller so that they know what is going on.

**Ticket Closed:** 05/04/07

**Ticket** 12683

**Ticket Opened:** 05/17/07

**Subtype:** Rude Attitude/Manner

**Category:** Customer Feedback-Complaint against VI

**Customer Comments:** Hi, I'd like to just share my concerns about VI #1205 who seemed to have a bad night and because of that I was not sure whether it was the hearing person I was talking with that had a problem or the VI herself.

**Resolution:** VI number was MAC station and not actual VI number. Thanked customer for feedback and explained to get VI # next time.

**Ticket Closed:** 05/23/07

**Ticket** 12702

**Ticket Opened:** 05/17/07

**Subtype:** Rude Attitude/Manner

**Category:** Customer Feedback-Complaint against VI

**Customer Comments:** VI #244 EXTREMELY rude..... Has no BRAINS AT ALL! I had called a company and typed my phone number on the IM and the automated system had asked if the number is correct. THIS VI just stayed there and did

nothing waiting for my response and then repeated the recording. I simply asked " can you read?" He was very rude to me saying customer MUST tell me what to do. I told him why I typed it in first place then he was extremely rude to me so I asked to get supervisor which he did. I explained to the supervisor what happened.

**Resolution:** Call Center manager acknowledged. Closed.

**Ticket Closed:** 05/21/07

**Ticket** 12684

**Ticket Opened:** 05/17/07

**Subtype:** Rude Attitude/Manner

**Category:** Customer Feedback-Complaint against VI

**Customer Comments:** I have filed complaints against VI 127. VI 127 has no patience with me regarding an important call for information about National US Passport that I need to get before this Friday departure to International. Interpreter signed horribly, not in a friendly manner.

**Resolution:** The VI was calling the INS and it was recorded answer machine stated that the lines are busy and call back later then hang up... the caller asked to keep calling but got the same messages. Caller asked VI to use Spanish line to hope to transfer to English. The VI did go ahead with the process and got the Spanish message then itself hung up... The caller got upset and insulted the VI for doing a lousy job.

**Ticket Closed:** 05/22/07

**Ticket** 12697

**Ticket Opened:** 05/17/07

**Subtype:** Complaint Against VI

**Category:** Customer Feedback

**Customer Comments:** Interpreter 475. "This interpreter had attitude and said 'I don't know how to sign what the hearing person is saying', and then it seemed an accidental transfer to Spanish occurred suddenly but with attitude on his face."

**Resolution:** VI 475 expressed what the hearing caller was saying then noticed that the platform was having problem. It got disconnected and VI did put disconnection report on this matter. VI has no knowledge that it went to Spanish VRS.

**Ticket Closed:** 05/21/07

**Ticket** 12908

**Ticket Opened:** 05/25/07

**Subtype:** Rude Attitude/Manner

**Category:** Customer Feedback-Complaint against VI

**Customer Comments:** Caller placed a call to Hovrs and asked not to announce and gave vi#245 the invoice number. So when vi#245 picked up the call, she spoke to a person without signing. Caller was not sure if she did announce or not since 245 did not sign at all during the call and the person was on line. Unfortunately, that person hung up too fast. Caller was not sure what was going on but caller kept asking why she announced first. #245 gave a bad attitude and only wished that vi 245 should not announce in the first place. This caller knew what to do and not #245. Caller felt that he could not use our service in the future. Caller is a business user.

**Resolution:** VI245 recalled this situation. She expressed what the hearing caller said and did not announce VRS. It seems that the caller misunderstood the VI.

**Ticket Closed:** 05/30/07

**Ticket** 11635

**Ticket Opened:** 02/15/07

**Subtype:** Didn't explain/intro to VRS

**Category:** Customer Feedback

**Customer Comments:** #216 Never announces herself. I had to ask her twice for her VI number (I got her twice on two separate occasions today). The only greeting I got from her was "HI, number calling please". The second time I got her approx 3 hours later was "Hi again". I feel that she should announce like other interpreters: "Hi this is HOVRS interpreter number XXX, number calling please?"

**Resolution:** I spoke with this interpreter. She acknowledged that she did not give her interpreter number. I reviewed with her the standard procedure for answering incoming calls.

**Ticket Closed:** 02/16/07

**Ticket** 10605

**Ticket Opened:** 09/06/06

**Subtype:** VCO/HCO procedures not followed

**Category:** Customer Feedback

**Customer Comments:** Interpreter 475 takes 3 minutes to get thru the VCO process, needs more training! Also, interpreter makes me sign numbers 3 times to understand them.

**Resolution:** It was not the VI issue as there were major problem with VCO system...

**Ticket Closed:** 09/08/06

**Ticket** 10876

**Ticket Opened:** 10/27/06

**Subtype:** VCO/HCO procedures not followed

**Category:** Customer Feedback

**Customer Comments:** VI # 115 needs more training on VCO procedure. There was trouble in the process of connecting to the hearing party; I was not able to hear them at all.

**Resolution:** Call Center manager has acknowledged. Will give VI more VCO training.

**Ticket Closed:** 10/30/06

**Ticket** 12085

**Ticket Opened:** 04/04/07

**Subtype:** VCO/HCO procedures not followed

**Category:** Customer Feedback

**Customer Comments:** terp960 officially lousy with VCO took me almost 5 minutes for her to get ready. I got disconnected and tried again. She tried to figure out another 2 minutes and I got so mad, I hung up and lost my patience. Please train her from a to z because I hate to lose time when someone doesn't know tech stuff. Not first time she did same thing before I AM FED UP.

**Resolution:** Call Center Manager acknowledged complaint. Approached VI and provided more VCO training.

**Ticket Closed:** 04/04/07

**Ticket** 12204

**Ticket Opened:** 04/19/07

**Subtype:** VCO/HCO procedures not followed

**Category:** Customer Feedback

**Customer Comments:** Not sure what happened with interpreter 112 took a long time to get dial out to call me for VCO. I had no choice but to hang up. I was not sure what really happened. Please find out what is wrong with her or the system.

**Resolution:** Call Center manager acknowledged and provided more training to VI.

**Ticket Closed:** 05/02/07

**Ticket** 12685

**Ticket Opened:** 05/17/07

**Subtype:** VCO/HCO procedures not followed

**Category:** Customer Feedback-Complaint against VI

**Customer Comments:** 949 interpreter got me disconnected 4 times. Please review. She made too many mistakes and needs training on VCO.

**Resolution:** Emailed customer to thank for feedback. Call Center manager acknowledged and will provide more training to interpreter.

**Ticket Closed:** 05/21/07

**Ticket** 12805

**Ticket Opened:** 05/21/07

**Subtype:** VCO/HCO procedures not followed

**Category:** Customer Feedback-Complaint against VI

**Customer Comments:** Weekend interpreters need to learn how to use VCO. Interpreter number 491 skilled but please train her how to use VCO so it can be smoother. It is annoying when I find VI's that DONT KNOW HOW TO connect VCO when phone or answering machine hangs up. VERY ANNOYING... that has to end and have everyone TRAINED!

**Resolution:** VI 491 is rarely working VRS so had to refresh training for her to use VCO process. Call center manager acknowledged and took action to give more training.

**Ticket Closed:** 05/23/07

**Ticket** 9847

**Ticket Opened:** 06/02/06

**Subtype:** Poor Signing

**Category:** Customer Feedback

**Customer Comments:** Customer complained about #990 interpreter's quality which was poorly skilled and unprepared. Like #990 asked customer if she can exchange other interp. poorly receptive.

**Resolution:** Call Center manager followed up with VI and provided additional training and coached on proper procedures.

**Ticket** 10660

**Ticket Opened:** 09/15/06

**Subtype:** Poor Signing

**Category:** Customer Feedback

**Customer Comments:** terp 945 was not clear when voicing. It is also hard to understand signs. All other interpreters good, that one is hard.

**Resolution:** Supervisor #975 has spoken with VI #945 yesterday (9/25). The supervisor reviewed that if the VI experiences difficulty in processing calls to call for a team or switch with another VI. The supervisor emphasized to the VI to not struggle to get the message across clearly. We also informed the VI to take care of himself mentally and physically before, during and after interpreting. We will keep an eye on the VI to see how the VI is doing with the recommended adjustments.

**Ticket Closed:** 09/26/06

**Ticket** 10959

**Ticket Opened:** 11/13/06

**Subtype:** Poor Signing

**Category:** Customer Feedback-Complaint against VI

**Customer Comments:** I checked my voicemail and VI 475 did not spell out the name of the person left on the machine. My VI could not make out the complicated name.

**Resolution:** Call Center Supervisor discussed proper procedure with VI and to double check with customer to make sure information is correct. VI acknowledged and understood.

**Ticket Closed:** 11/13/06

**Ticket** 11967

**Ticket Opened:** 03/22/07

**Subtype:** Poor Signing

**Category:** Customer Feedback

**Customer Comments:** I received a video relay message from number 305 and unfortunately, I'm unable to understand his message. I've played the video three times and still couldn't get regarding who left the message. Luckily, I was able to get the phone number the person wants me to call to reschedule. This operator had a personality that was rather "blah" and wasn't signing professionally. This is the first time I've made this report but felt it was necessary.

**Resolution:** Call Center Supervisor has spoken with the VI regarding this incident.

**Ticket Closed:** 03/28/07

**Ticket** 10533

**Ticket Opened:** 08/24/06

**Subtype:** Poor Voice Tone

**Category:** Customer Feedback

**Customer Comments:** Caller complained that vi #212 talked slurry and did not pay attention. Caller felt lousy that his communication to his superior was not fully relayed.

**Resolution:** Followed up with VI. Call Center Supervisor provided coaching for better voicing situations.

**Ticket Closed:** 08/26/06

**Ticket** 10479

**Ticket Opened:** 08/18/06

**Subtype:** Poor Facial Expression

**Category:** Customer Feedback

**Customer Comments:** HOVRSim #1302 2:08pm 8/18/06. Caller did not get interpreter number, but reports "expressions like they were sleepy. Interpreting without emotion worse what? Signing off the edge of the screen?. Also awkward with VCO, didn't connect call through so I could hear."

**Resolution:** Call Center manager acknowledged complaint but can't follow up with VI because there was no mention of VI number. Customer was reminded to get the VI number next time.

**Ticket Closed:** 08/21/06

**Ticket** 12014

**Ticket Opened:** 03/28/07

**Subtype:** Poor Facial Expression

**Category:** Customer Feedback

**Customer Comments:** vi number 210 needs to work on facial expression. I had a lousy time figuring out if this client was in a good or bad mood. It was almost impossible. Her eye contact is not great. Her signing skills are good.

**Resolution:** Call Center Superviso shared this information with this VI. This is something that she will work on.

**Ticket Closed:** 03/30/07

**Ticket** 12550

**Ticket Opened:** 05/11/07

**Subtype:** Poor facial expression

**Category:** Customer Feedback-Complaint against VI

**Customer Comments:** I made a phone call to my mother. VI 926 did a poor job. She has no facial expression. I didn't get a good feeling from her. She did not translate the appropriate info from our conversation. I can tell my mom was confused because 926 did not relay the right info. I did not understand her sign because she was not firm with the sign at all. It was like a lazy signing.

**Resolution:** Call Center Manager acknowledged and spoke with VI in question, coaching and reviewing.

**Ticket Closed:** 05/16/07

**Ticket** 11670

**Ticket Opened:** 02/21/07

**Subtype:** VI controlled call

**Category:** Customer Feedback

**Customer Comments:** I wanted to make a call to a 800 to ask them to remove me from their "junk fax" list. I typed the in the IM box, and then got VI 475. In the past, I've often explained the situation to the VI so that we can quickly go through the 800 system instead of having to redial, etc. I also wanted to give the VI my name and number BEFORE he dialed. So,

when he said, "VI 475, connecting..." I said, "Let me explain." He laughed condescendingly and said, "You can tell the people yourself, I'm JUST the interpreter!" I hadn't even explained what I wanted to do - and I said, "Huh? I just want to give you my...." He said, "Yes, you can explain that yourself to the other caller." I was stunned. This is NOT typical of HOVRS, fortunately, but I would not want to use HOVRS again if your VIs did this. I would like him to be trained on customer SERVICE and how to be less condescending and controlling next time.

**Resolution:** Call Center Supervisor did talk with VI475 and he will be more "interpersonal" with the callers next time.

**Ticket Closed:** 02/23/07

**Ticket** 11100

**Ticket Opened:** 11/30/06

**Subtype:** VI not transparent

**Category:** Customer Feedback-Complaint against VI

**Customer Comments:** Customer felt that this vi #920 was doing inappropriate behavior to caller. VI demonstrated some impatient behavior while the caller was looking for something.

**Resolution:** Call Center Supervisor provided coaching and reviewing with VI #920. Reminded VI that this is the customer's call and should be patient with callers. VI understood.

**Ticket Closed:** 12/04/06

**Ticket** 11428

**Ticket Opened:** 01/19/07

**Subtype:** VI not transparent

**Category:** Customer Feedback

**Customer Comments:** Caller had a complaint against VI #232. One day she was making a call to her hearing friend through VI #232. Her friend was not home, so she left a message to answering machine. Later on her friend informed caller that the interpreter's English grammar was not up to date and inadequate. Caller was upset about that and explained that VI #232 seemed to have trouble with receptive skills when she signed. She feels that interpreter should work on voice training due to lack of English usage.

**Resolution:** Call Center manager followed up with VI and provided more training on procedure and coached VI on correct usage.

**Ticket Closed:** 01/31/07

**Ticket** 10983

**Ticket Opened:** 11/15/06

**Subtype:** VI didn't relay everything

**Category:** Customer Feedback

**Customer Comments:** 232 - Not good at catching my signs. I called a pharmacy and they asked me to fax something. I was turned away (but still on the screen) and the interpreter hung up on me.

**Resolution:** Call Center manager acknowledged and followed up with VI who doesn't remember this situation.

**Ticket Closed:** 11/20/06

**Ticket** 11337

**Ticket Opened:** 01/03/07

**Subtype:** VI didn't relay everything

**Category:** Customer Feedback

**Customer Comments:** Caller had a complaint about an interpreter, #428 that she was awkward and did not say everything what caller was signing to her during the call conversation.

**Resolution:** Call Center Manager acknowledged and spoke to VI about situation. Call Center Manager coached VI on proper procedures.

**Ticket Closed:** 01/08/07

**Ticket** 12971

**Ticket Opened:** 05/30/07

**Subtype:** VI didn't relay everything

**Category:** Customer Feedback

**Customer Comments:** The customer reports that she caught the video interpreter who did not speak to hearing caller part of what she was signing before other video interpreter took over the call.

**Resolution:** Informed customer to document VI# for future feedback for tracking purposes

**Ticket Closed:** 05/30/07

**Ticket** 10360

**Ticket Opened:** 08/02/06

**Subtype:** VI didn't follow instructions

**Category:** Customer Feedback

**Customer Comments:** #355 ignored my request of no announcement.

**Resolution:** Call Center Supervisor followed up with VI and coached him on proper procedure and to make sure to follow

customer's requests.

**Ticket Closed:** 08/04/06

**Ticket** 10965

**Ticket Opened:** 11/14/06

**Subtype:** VI didn't follow instructions

**Category:** Customer Feedback

**Customer Comments:** VI 245 called and got a phone tree. I told interpreter to ask "representative" and interpreter refused. She would only repeat the three options given in the phone tree. I switched interpreters with one who would follow my call.

**Resolution:** Call Center manager acknowledged and followed up with VI and instructed VI to follow the callers instructions in the future.

**Ticket Closed:** 11/17/06

**Ticket** 11151

**Ticket Opened:** 12/06/06

**Subtype:** VI didn't follow instructions

**Category:** Customer Feedback-Complaint against VI

**Customer Comments:** VI station 4 Caller said VI 460 always makes many errors and they prefer not to use that VI. This instance, VI didn't get the phone number correct and called wrong number twice. Caller stated that they will only allow this VI to interpret the most basic kinds of calls but prefer not at all.

**Resolution:** Call Center Manager has acknowledged and Call Center Supervisor has spoken to the VI about proper procedures.

**Ticket Closed:** 12/08/06

**Ticket** 11443

**Ticket Opened:** 01/22/07

**Subtype:** VI didn't follow instructions

**Category:** Customer Feedback

**Customer Comments:** Caller had a complaint against VI #245 from yesterday. During the call, VI became impatient when caller was busy taking care of things. When the call ended, she requested for interpreter switch to make second call but VI told her that call center closes at 5 pm. She offended by that and hung up. She asked her friends if call center closed at 5pm and they said no!

**Resolution:** I am going to write her up for this situation.

**Ticket Closed:** 02/05/07

**Ticket** 12586

**Ticket Opened:** 05/13/07

**Subtype:** VI didn't follow instructions

**Category:** Customer Feedback

**Customer Comments:** Caller told interpreter #333, to please not announce VRS but interpreter went ahead. Interpreter has been misunderstood in conversation not even once or twice, but five times. He told interpreter, he doesn't appreciate what interpreter was doing; interpreter shrugged, gave attitude and didn't even care what caller had mentioned.

**Resolution:** Call Center Manager acknowledged and filled out complaint form. Customer Care Supervisor documented.

**Ticket Closed:** 05/16/07

**Ticket** 12859

**Ticket Opened:** 05/23/07

**Subtype:** VI didn't follow instructions

**Category:** Customer Feedback

**Customer Comments:** The customer reported that Video interpreter won't give him her VI number - He explained that he had to inform her phone number three times and he was annoyed by it in which the video interpreter lost her temper.

**Resolution:** Customer Care supervisor acknowledged and instructed rep to contact customer back and inform customer that they can call for supervisor at any time.

**Ticket Closed:** 05/29/07

**Ticket** 9924

**Ticket Opened:** 06/14/06

**Subtype:** Inappropriate VI switch

**Category:** Customer Feedback

**Customer Comments:** I made a call around 1 pm. When I connected to A VI #121 and gave phone number to call, VI 121 told me that she needs to switch with other VI without reason. Since I am aware of the internal policy for switch, what #121 did was improper. She has some personal conflicts while she was a manager in marketing. The procedure for switch other VI if the caller repeated by being abusive or harassing the VI then VI can ask for switch due uncomfortable calls. I did not fit that category so no reason for her to switch other VI. This would be considered an abusive procedure by the VI. I wanted to make sure the VI follow the procedure of switching to other VI's.

**Resolution:** Call Center Supervisor spoke with VI about issue and determined that it was a conflict of interest because the VI knew the person personally.

**Ticket Closed:** 06/16/06

**Ticket** 10358

**Ticket Opened:** 08/02/06

**Subtype:** Inappropriate VI switch

**Category:** Customer Feedback

**Customer Comments:** Caller was very upset with VI switch right after accepted the video call and also process of calling was very slow. vi # is 102.

**Resolution:** Call Center Supervisor followed up with VI and coached VI on proper procedures for switching.

**Ticket Closed:** 08/04/06

**Ticket** 12664

**Ticket Opened:** 05/16/07

**Subtype:** Inappropriate VI switch

**Category:** Customer Feedback-Complaint against VI

**Customer Comments:** YOUR VI#484 is totally incompetent! I was on a hold with a caller for a LONG time and was going back and forth with an excellent VI#132 then it was time for him to switch out to new interpreter, the VI#484 never even smiled and as soon as she sat down, she terminated the call without finishing the call at all. I was ON HOLD FOR A WHILE ON AND OFF. SHE JUST TERMINATED THE CALL AND DUMPED ME OFF RIGHT IN THE MIDDLE OF A DISCUSSION. I was transferred to a specialist and now I have to start ALL OVER AGAIN with a new call to a new person at the number, THUS FORCING ME TO CALL BACK HOVRS I am definitely NOT pleased or NOT happy with this at all!

**Resolution:** Call Center Manager acknowledged and providing coaching and training to VI on proper procedures.

**Ticket Closed:** 05/22/07

**Ticket** 11568

**Ticket Opened:** 02/07/07

**Subtype:** Noise in Center

**Category:** Customer Feedback-Other

**Customer Comments:** Caller called to complain about the noise on calls. The person said they have many Deaf friends and know some of the VIs who work at HOVRS. Today they received a phone message with VIs in the background distinctly saying phone numbers and names of other callers. This person is concerned about confidentiality for all callers. This person wanted to let us know because they feel they will have to start cautioning their friends that their information is not safe here. Caller said they distinctly heard 2 different VIs today on their phone message.

**Resolution:** Call Center Manager acknowledged and will set up interpreters with better headsets since this it requires the interpreters to speak louder to be heard.

**Ticket Closed:** 02/12/07

**Ticket** 10089

**Ticket Opened:** 06/30/06

**Subtype:** Other Complaints

**Category:** Customer Feedback

**Customer Comments:** I have twice received calls from hearing people and they were NOT given the option to leave a message. I have double checked with the hearing callers and asked "WHY don't you leave a message?" BOTH times the reply was "I was not given an option to leave a message. The operator hung up." Unfortunately the hearing person did not get the operator number. Please address this issue to staff.

**Resolution:** Call Center Manager has acknowledged and provided extra training to VI's.

**Ticket Closed:** 07/04/06

**Ticket** 10282

**Ticket Opened:** 07/19/06

**Subtype:** Other Complaints

**Category:** Customer Feedback

**Customer Comments:** VI#131. I have never encountered a VI doing this... When I asked for a supervisor, he quickly said without hesitation, "Sorry, the supervisor is out of office, and is not available, Please call back in the morning between 8 am to 5 pm." That's kind of off the routine of what I was accustomed to HOVRS standards

**Resolution:** Call Center Supervisor spoke to VI about incident and since the VI is new, provided re-training on certain situations and to remember that the VI can call supervisor when needed.

**Ticket Closed:** 07/21/07

**Ticket** 10419

**Ticket Opened:** 08/11/06

**Subtype:** Other Complaints

**Category:** Customer Feedback

**Customer Comments:** I am tired of seeing vi#960... I refuse to use her and whenever I see her I automatically terminate the call and try again and if I get her again, I just terminate and try again and again until I get a different VI

**Resolution:** Caller's personal dislike of this caller noted. There is nothing in this complaint that specifies what the VI

did/does wrong or what needs to be corrected.  
**Ticket Closed:** 08/14/06

**Ticket** 10393

**Ticket Opened:** 08/08/06

**Subtype:** Other Complaints

**Category:** Customer Feedback

**Customer Comments:** Customer contact customer care manager to file complaint against VI#990. Customer stated that VI made a lot of errors during their conversation.

**Resolution:** Call Center Manager acknowledged and followed up with VI and coached on proper VRS procedures and provided training on how to handle VRS calls.

**Ticket Closed:** 08/10/06

**Ticket** 10829

**Ticket Opened:** 10/17/06

**Subtype:** Other Complaints

**Category:** Customer Feedback

**Customer Comments:** 998 - Spanish, I lip-read and caught the interpreter with several mistakes. VI#959 didn't pay attention to me and didn't understand my signing. I asked to get a new interpreter, instead she called a supervisor.

Supervisor 980, I told supervisor that interpreter didn't catch my signing.

**Resolution:** Call Center Supervisor has already handled situation and spoke to VI in question. Supervisor coached VI on proper procedure.

**Ticket Closed:** 10/20/06

**Ticket** 11424

**Ticket Opened:** 01/19/07

**Subtype:** Other Complaints

**Category:** Customer Feedback

**Customer Comments:** VI# 20\_ (VI was unclear) is wearing a bright yellow shirt that makes it hard to see. VI is male and overweight, and wears glasses. Caller thinks VI's number is "204" but not sure.

**Resolution:** Call Center manager acknowledged ticket and this interpreter no longer works for us.

**Ticket Closed:** 01/23/07

**Ticket** 11551

**Ticket Opened:** 02/05/07

**Subtype:** Other Complaints

**Category:** Customer Feedback

**Customer Comments:** Caller disliked her dress because she was wearing neon yellow and it interferes in the process of the call. Her hands and those neon yellow colors should not be mixed in that job. Review the dress code to where it should be more suitable for all callers.

**Resolution:** Call Center Supervisor consulted with VI on proper dress. VI acknowledged and understood.

**Ticket Closed:** 02/08/07

**Ticket** 11823

**Ticket Opened:** 03/06/07

**Subtype:** Other Complaints

**Category:** Customer Feedback

**Customer Comments:** "Yesterday (3/5/07) interpreter 185 was wearing a white coat, and very hard to see on dark background. I know that HOVRS weak area is in VI clothing, but that interpreter was very good except clothes."

**Resolution:** Call Center Manager acknowledged--but it was noted that there was no VI #185.

**Ticket Closed:** 03/09/07

**Ticket** 11879

**Ticket Opened:** 03/14/07

**Subtype:** Other Complaints

**Category:** Customer Feedback

**Customer Comments:** 449 had wrong clothing color, but excellent interpreter. Very smooth and detailed. Good with VCO too. Her clothes were too distracting as it was hard for me to see her, but I do like her personally as a skilled interpreter.

**Resolution:** Call Center Supervisor will speak with VI 449 when she returns to the office and make sure she is aware of the colors she wears.

**Ticket Closed:** 03/16/07

**Ticket** 11894

**Ticket Opened:** 03/14/07

**Subtype:** Other complaints

**Category:** Customer Feedback-Complaint against VI

**Customer Comments:** Caller could not retrieve his Hovrsmail twice and also VI dressed improperly.

**Resolution:** Call Center Manager acknowledged. Did not leave VI number, so Manager was not able to review with VI.

**Ticket Closed:** 03/14/07

**Ticket 11912**

**Ticket Opened:** 03/19/07

**Subtype:** Other Complaints

**Category:** Customer Feedback

**Customer Comments:** I talked with interpreter 908 (Spanish) and during a hold the interpreter put up a screen to block the camera! Later I called Spanish again and talked to another interpreter, and asked if policy is ok to put up a screen. The interpreter said it was against the rules and he knows who the interpreter is that did that.

**Resolution:** Supervisor #900 met with VI #908 to go over correct protocol how to handle abusive callers and to not put up a white board. If the VI can't handle a call or doesn't feel comfortable to immediately ask for a switch. The VI was definitely abused by the caller making fun of his regional signs. I told him to immediately call for a supervisor or lead to witness... if the abuse continues then follow protocol to disconnect the caller. The VI now understands that he needs to display a poker face and make an immediate switch. This VI is new and just started to work with us. We will make sure more experienced VIs are scheduled with new VIs so they have proper mentoring.

**Ticket Closed:** 03/24/07

**Ticket 12601**

**Ticket Opened:** 05/14/07

**Subtype:** Other Complaints

**Category:** Customer Feedback

**Customer Comments:** Interpreter 245 on Sunday afternoon was connected to caller on a VCO call. Deaf person was voicing for self, and interpreter was signing what the hearing person said. While the deaf person was speaking, the interpreter kept reading a book. The caller feels this created a time-delay as well as feeling very unprofessional.

**Resolution:** Call Center Manager acknowledged and will follow up with VI and provided more training.

**Ticket Closed:** 05/22/07

**Ticket 12627**

**Ticket Opened:** 05/14/07

**Subtype:** Other complaints

**Category:** Customer Feedback-Complaint against VI

**Customer Comments:** Caller felt uncomfortable when #vi 400 knitted in front of him and he was waving at vi 400 to get attention. He felt it was inappropriate to do this during the process of the call.

**Resolution:** I spoke with VI 400. I told her the nature of the complaint and asked that she be sure that the call is the first priority - not to do things that distract her attention from the video caller, even if on hold. She was glad to have the information and will be more aware in the future. I will keep an eye on this. We will also be making a general announcement to the staff to be more aware and to limit tasks that distract or appear to be distracting (knitting, reading newspapers, other crafts, etc.)

**Ticket Closed:** 05/22/07

**Ticket 12688**

**Ticket Opened:** 05/17/07

**Subtype:** Other feedback

**Category:** Customer Feedback-Other

**Customer Comments:** Today interpreter 305 was slow; with technical stuff interpreter is very good. Something is wrong with the system too SLOW. I got frustrated and hung up. I would appreciate that hovrs please fix whatever needs to be done on VCO. If I see this in 2 weeks, I will go for a new company. I gave you a lot of business and expect VCO to improve. I lost 5 minutes of my time over ONE CALL, because I could not get thru. Not the interpreter fault because I had him many times and he does it the right way. Something is wrong. Please fix it or else I find a new service.

**Resolution:** Emailed customer to thank for feedback and apologize for issues.

**Ticket Closed:** 05/17/07

## Technical Complaints

**Ticket Opened:** 06/08/06

**Subtype:** Video Quality

**Category:** VideoSign

**Customer Comments:** customer complained that when he sees our video interpreter great but not with other caller.

**Resolution:** Customer Care assisted customer with speed settings for Videophone.

**Ticket Closed:** 06/08/06

**Ticket** 9897

**Ticket Opened:** 06/12/06

**Subtype:** Video Quality

**Category:** VideoSign

**Customer Comments:** Picture is not clear and I see ghosting images. What can I do to solve it?

**Resolution:** Customer Care assisted customer with Videosign settings, adjusted from high to low to match their bandwidth. Customer Care reports that video quality is better. Advised customer to contact us back if still experiencing issues.

**Ticket Closed:** 06/13/06

**Ticket** 10113

**Ticket Opened:** 07/06/06

**Subtype:** Video Quality

**Category:** D-link

**Customer Comments:** Customer Called and said interpreter complained about her picture. Customer advised that we see clearly.

**Resolution:** Customer Care advised to customer that we will transfer back to interpreter and would like to see if picture quality is better. Customer care told customer to call back if they are still experiencing a problem with picture quality.

**Ticket Closed:** 07/07/06

**Ticket** 10130

**Ticket Opened:** 07/07/06

**Subtype:** Video Quality

**Category:** hovrsIM

**Customer Comments:** Customer has Apple isight camera supplied by us that is unable to focus on him. Motor keeps trying, but stuck somehow.

**Resolution:** Customer Care informed customer that Outreach will send a new replacement webcam for customer. Customer Care made request to Outreach after closing with customer.

**Ticket Closed:** 07/07/06

**Ticket** 10218

**Ticket Opened:** 07/14/06

**Subtype:** Video Quality

**Category:** D-link

**Customer Comments:** Customer looks blurry and sometimes freezes after a few minutes.

**Resolution:** Customer Care advised customer to adjust videophone speed settings and call back. Customer did not call back, customer care closed ticket.

**Ticket Closed:** 07/14/06

**Ticket** 10254

**Ticket Opened:** 07/18/06

**Subtype:** Video Quality

**Category:** D-link

**Customer Comments:** Customer called and said his screen pixilated.

**Resolution:** Customer Care advised caller to change speed to 256/256. Customer Called back and video picture was better. Advised customer on tips for better lighting for their room.

**Ticket Closed:** 07/18/06

**Ticket** 10446

**Ticket Opened:** 08/15/06

**Subtype:** Video Quality

**Category:** D-link

**Customer Comments:** Customer called concerned about our service kept cut off and the picture quality was poor.

**Resolution:** Customer Care interviewed the customer and found out that his DSL service was only providing an upload speed of less than 100kbps. Explained to customer that this is why the interpreter cannot see them well. Recommended to customer to contact their DSL company and request bandwidth increase—made clear to customer to ask for upload increase.

**Ticket Closed:** 08/16/06

**Ticket** 10447

**Ticket Opened:** 08/15/06

**Subtype:** Video Quality

**Category:** VideoSign 2.5

**Customer Comments:** Customer called and had videosign on high but lagging video.

**Resolution:** Customer Care did a bandwidth test = 104/38 (while on video). Explained to customer that more bandwidth is needed for a clear VRS call. Suggested that customer try adjusting Videosign to the low setting and try again. Customer contacted back and still video quality issue. Suggested to customer to contact internet service provider to increase bandwidth.

**Ticket Closed:** 08/15/06

**Ticket** 10619

**Ticket Opened:** 09/07/06

**Subtype:** Video Quality

**Category:** VideoSign 2.5

**Customer Comments:** Customer called and complained that videosign cant do well in video despite their speed 868k upload.

**Resolution:** Customer care did a remote access and found out that customer's computer was an older version ( 128MB of RAM ) and did not have enough memory to process the video call clearly. Recommended to customer to upgrade PC to a minimum 256MB, recommended 512.

**Ticket Closed:** 09/08/06

**Ticket** 10614

**Ticket Opened:** 09/07/06

**Subtype:** Video Quality

**Category:** D-link

**Customer Comments:** Customer reports that video picture looks ok, but grainy.

**Resolution:** Customer Care advised to customer the change send speed to 256 on their videophone and call back. Customer called back and the picture quality was a bit better. Transferred customer to a Video Interpreter. Informed customer to call back if problem persists.

**Ticket Closed:** 09/08/06

**Ticket** 10838

**Ticket Opened:** 10/19/06

**Subtype:** Video Quality

**Category:** D-link

**Customer Comments:** Caller complained that she cant get a better quality of video. Customer noted that the picture was very pixilated and says the Video Interpreter can't see them very well.

**Resolution:** Customer Care assisted customer with speed test and noted that the customer's upload speed was very poor. Recommended to customer to increase bandwidth so that the picture would be better. Explained differences between upload and download speeds.

**Ticket Closed:** 10/20/06

**Ticket** 10765

**Ticket Opened:** 10/04/06

**Subtype:** Video Quality

**Category:** D-link

**Customer Comments:** Customer notices that their video picture isn't clear.

**Resolution:** Customer care ran speed test with customer and adjusted their videophone settings to reflect the speed. Made some test calls and picture quality was just a bit better. Suggested to customer to upgrade speed from Internet service provider if the problem persists.

**Ticket Closed:** 10/05/06

**Ticket** 10809

**Ticket Opened:** 10/12/06

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Caller is in XXXXXX . -60 degrees now. bandwidth is 57up, 120 down.

**Resolution:** Customer care informed customer that their bandwidth is too low for VRS usage. Customer commented that it is the only provider in the area. Suggested to customer to check out other companies that could possibly be in the area.

**Ticket Closed:** 10/12/06

**Ticket** 10863

**Ticket Opened:** 10/25/06

**Subtype:** Video Quality

**Category:** D-link

**Customer Comments:** Customer says "my lens is very blurry!"

**Resolution:** Customer care advised to clean the lens. A short while later, the customer called back and says the picture was much better.

**Ticket Closed:** 10/26/06

**Ticket** 10912

**Ticket Opened:** 11/06/06

**Subtype:** Video Quality

**Category:** D-link

**Customer Comments:** caller has slow video, says 128/128 looks choppy. bandwidth test says 110/160.

**Resolution:** Customer care advised caller to contact Internet Service Provider to increase bandwidth to allow better picture.

**Ticket Closed:** 11/07/06

**Ticket** 10980

**Ticket Opened:** 11/15/06

**Subtype:** Video Quality

**Category:** D-link

**Customer Comments:** Customer's mom calling for assistance with Videophone. Customer says that VP can't call VRS and can't call person to person. The picture quality was really bad, so much that they can't see the person at all.

**Resolution:** Customer Care acknowledged that home visit resulted in finding out that the customer's DSL line was super basic and didn't have the requirements for a quality connection. Advised the customer to upgrade to a higher level speed for their DSL line. Customer will contact us back when they do get the upgrade.

**Ticket Closed:** 11/16/06

**Ticket** 11029

**Ticket Opened:** 11/20/06

**Subtype:** Video Quality

**Category:** Dlink

**Customer Comments:** Caller sees Customer Care pixilated. Complained that video interpreter cannot see them well.

**Resolution:** Customer Care recommended customer to set Videophone speed settings lower. Customer had setting on 512 for both send and receive. Tried 256/256 and picture was better.

**Ticket Closed:** 11/21/06

**Ticket** 11109

**Ticket Opened:** 12/01/06

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer is an office caller notices much more blurry since 2 weeks.

**Resolution:** Customer Care advised customer to have his IT call us. After speaking with the IT person, it was noted that the customer had an outside DSL line that needed to be upgraded for bandwidth. Customer care gave IT person requirements and recommendations for speed.

**Ticket Closed:** 12/01/06

**Ticket** 11128

**Ticket Opened:** 12/05/06

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer called in and was concerned about the video quality from both ends of the video call.

**Resolution:** Customer Care assisted customer with speed setting adjustments with videosign. Advised to change to low settings. Customer called back and picture was a bit better. Gave customer contact info to call back if problem persists.

**Ticket Closed:** 12/05/06

**Ticket** 11185

**Ticket Opened:** 12/12/06

**Subtype:** Video Quality

**Category:** D-link

**Customer Comments:** Customer called in and complained that he cant see us well.

**Resolution:** Customer Care assisted customer-found out that his upload speed was not very good. Suggested some alternatives such as calling internet service provider to increase bandwidth or reduce settings on their videophone. Customer commented that they will call internet service provider.

**Ticket Closed:** 12/13/06

**Ticket** 11357

**Ticket Opened:** 01/10/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer comments that video picture is not very good and wanted to know what they can do.

**Resolution:** Customer Care recommended Videosign speed setting change, recommended Videosign-low. Customer called back and picture was better.

**Ticket Closed:** 01/10/07

**Ticket** 11360

**Ticket Opened:** 01/10/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer's picture is not that great, saw ghosting images and very blurry.

**Resolution:** Customer had their speed on Videosign-high. Recommended to customer to switch to medium or low and call back. Customer switched to low and picture is a bit improved, but mentioned to customer that they should increase bandwidth since upload was about 200kbps.

**Ticket Closed:** 01/10/07

**Ticket 11364**

**Ticket Opened:** 01/10/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer commented that interpreter told me that my video is bad. Customer has 256mb, 800mhz, comcast cable and phone lines.

**Resolution:** Customer Care remotely accessed customer's PC and noticed he had a lot of programs running. There was not enough memory to run the videosign program. Included with a lot of spy ware. Recommended to customer to have his computer cleaned out by a professional and he would notice a lot of improvements in computer speed and it would make a better VRS picture.

**Ticket Closed:** 01/10/07

**Ticket 11384**

**Ticket Opened:** 01/12/07

**Subtype:** Video Quality

**Category:** D-link

**Customer Comments:** Customer reports that interpreters comment that they can't see him very well.

**Resolution:** Customer Care worked with customer on internet speed setting. He will contact his internet service about upload setting. Customer reports 110 upload speed. Recommended increase via Internet Service Provider

**Ticket Closed:** 01/12/07

**Ticket 11425**

**Ticket Opened:** 01/19/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer explained that people were not able to see her clearly or even at all. Reported that sometimes the video disconnects.

**Resolution:** Customer Care had Customer to check her internet speed setting. Her download was very high but her upload was merely only 86 kbps. Customer Care informed her to contact her Comcast internet server to adjust upload setting.

**Ticket Closed:** 01/22/07

**Ticket 11454**

**Ticket Opened:** 01/23/07

**Subtype:** Video Quality

**Category:** Videophone

**Customer Comments:** Caller was transferred from Video Interpreter to Customer Care because of bad video.

**Resolution:** Connected with caller, but got disconnected. Attempted to call customer back with IP address provided but no connection or contact with caller.

**Ticket Closed:** 01/24/07

**Ticket 11455**

**Ticket Opened:** 01/23/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer Called and complained that his videosign picture was not good.

**Resolution:** Advised caller it might be due to heavy traffic in his area. Ran speed test with customer and noted that his upload and download was not that great. Recommended an upgrade from the internet service provider.

**Ticket Closed:** 01/24/07

**Ticket 11448**

**Ticket Opened:** 01/23/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer's VideoSign 2.5 screen was frozen.

**Resolution:** Customer Care assisted customer with VideoSign setting, adjusting from low to high. Noted that his internet speed was good. He will call back if he is still having trouble. Gave customer contact information.

**Ticket Closed:** 01/23/07

**Ticket 11503**

**Ticket Opened:** 01/30/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer wanted to know why her video quality was in bad condition on her computer with webcam.

**Resolution:** Customer was able to see CC clearly and on the other hand, Customer Care was not able to see her clearly. She is checking her internet speed setting through bandwidth test and will call us back if she still need further assistance. Customer did not contact back-closed ticket.

**Ticket Closed:** 01/31/07

**Ticket** 11563

**Ticket Opened:** 02/07/07

**Subtype:** Video Quality

**Category:** Webcam

**Customer Comments:** Customer who called via MAC was puzzled why he was unable to see Video Interpreter clearly for past 2 days.

**Resolution:** Customer reports that all is fine now. He was at an internet coffee cafe that did not have enough bandwidth to support video connection.

**Ticket Closed:** 02/08/07

**Ticket** 11528

**Ticket Opened:** 02/02/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer wanted to know how he can fix his video quality on his computer with webcam.

**Resolution:** Customer Care assisted customer with bandwidth test but his internet speed setting was very slow.

Recommended that he request increase in upload speed from internet service provider. He will call back if he still need more assistance.

**Ticket Closed:** 02/05/07

**Ticket** 11524

**Ticket Opened:** 02/02/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer was staying at a hotel and she was using her computer with Logitech QuickCam 5000 with hotel internet connection. She explained that her screen got 'frozen' while calling through an interpreter.

**Resolution:** Customer Care assisted her with bandwidth test and the internet speed setting at the hotel was extremely low - 40/23! This probably was a dial-up connection. Explained to customer that they need high speed internet to make successful VRS call.

**Ticket Closed:** 02/05/07

**Ticket** 11648

**Ticket Opened:** 02/20/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer wanted to know why she had poor video quality on her webcam.

**Resolution:** Customer had low upload speed--recommended that she contact her ISP and increase the upload for better picture quality.

**Ticket Closed:** 02/21/07

**Ticket** 11742

**Ticket Opened:** 02/26/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer reports that his computer with webcam encountered slow/freeze picture.

**Resolution:** Customer care assisted customer with internet speed setting and found out that upload was only 35 kbps! He will call his ISP to upgrade.

**Ticket Closed:** 02/26/07

**Ticket** 11798

**Ticket Opened:** 03/02/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer wanted to know why her picture was not clear/sharp. **Resolution:** Customer Care found out that her upload was 17 kbps. I told her to contact her TV cable or DSL company to increase to 200 or more kbps.

**Ticket Closed:** 03/03/07

**Ticket** 11811

**Ticket Opened:** 03/05/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Mike wanted assistance to solve the problem with video quality on his computer.

**Resolution:** Customer Care started to assist customer with bandwidth test and found out that his internet speed setting was very low. Then he used wire cord connecting between his wireless DSL modem (2wire router) with the computer - still doesn't work out. Customer Care identified that Customer was using camfrog video chat software, so Customer Care explained to customer's friend to remove camfrog application and try again to use VS 2.5 and see if it works out. But customer decided to try out his laptop without camfrog application. Video seemed to work better. Customer will contact us back if he needs more assistance.

**Ticket Closed:** 03/07/07

**Ticket 11830**

**Ticket Opened:** 03/06/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Caller concerned about the video quality, it was very degraded.

**Resolution:** Customer Care advised caller to close any applications running in the system while Videosign was in operation. Also had customer adjust their speed settings in Videosign to medium or low. Customer did not call back, closed ticket.

**Ticket Closed:** 03/06/07

**Ticket 11856**

**Ticket Opened:** 03/11/07

**Subtype:** Video Quality

**Category:** Videophone

**Customer Comments:** Caller wanted to know why his video picture was bad.

**Resolution:** Customer Care assisted customer with bandwidth test. Customer's upload speed was very low and suggested to customer to increase bandwidth to over 200kbps for better picture quality.

**Ticket Closed:** 03/11/07

**Ticket 11892**

**Ticket Opened:** 03/14/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Caller called into customer care frustrated with poor quality of video.

**Resolution:** Customer Care advised customer to increase upload speed for better picture quality. Checked speed test several times to confirm the low bandwidth for upload.

**Ticket Closed:** 03/15/07

**Ticket 11889**

**Ticket Opened:** 03/14/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer was puzzled about his picture not being clear and he said that he had no problem in the past.

**Resolution:** Customer Care recommended that he upgrade his upload speed since it was only 14kbps. Informed customer that a quality picture should be over 200kbps.

**Ticket Closed:** 03/15/07

**Ticket 11927**

**Ticket Opened:** 03/20/07

**Subtype:** Video Quality

**Category:** D-link

**Customer Comments:** Customer wanted to know why his picture was not clear.

**Resolution:** Customer Care informed customer that their upload speed will not support quality video picture. Upload speed was only 60. Recommended to customer to call ISP to increase bandwidth.

**Ticket Closed:** 03/21/07

**Ticket 12017**

**Ticket Opened:** 03/28/07

**Subtype:** Video Quality

**Category:** D-link

**Customer Comments:** Customer had a hard time to reach interpreters and when she did, it was not clear at all.

**Resolution:** Advised customer to increase bandwidth for better picture quality. Her upload only registered 78kbps.

**Ticket Closed:** 03/29/07

**Ticket 12064**

**Ticket Opened:** 04/02/07

**Subtype:** Video Quality

**Category:** Videophone

**Customer Comments:** Customer Called in to complain that his video picture is not the best or very clear.

**Resolution:** Customer Care worked with customer to check speed settings and found that his upload speed was not good. Recommended that they contact their Internet Service Provider to increase bandwidth.

**Ticket Closed:** 04/05/07

**Ticket 12129**

**Ticket 12065**

**Ticket Opened:** 04/03/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer reports that their picture is very blurry, and wanted to see if they would be able to fix it.  
**Resolution:** Customer Care advised customer to change videesign settings to low to match bandwidth speed. Advised customer to call back. Did not hear back from customer, closed ticket.  
**Ticket Closed:** 04/03/07

**Ticket** 12068

**Ticket Opened:** 04/03/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer wondered why his picture was not clear.

**Resolution:** Customer Care advised customer to consider contacting ISP for an upgrade of upload speed. Explained to customer that the low upload speed will cause people not to see his picture clearly. Customer's upload speed was 103kbps.

**Ticket Closed:** 04/04/07

**Ticket** 12135

**Ticket Opened:** 04/10/07

**Subtype:** Video Quality

**Category:** Service Questions

**Customer Comments:** Customer called and wondered why his video picture was bad.

**Resolution:** Customer care suggested customer to contact the cable company to increase the upload speed to 256 kbps or more. Customer's upload speed was only 38kbps.

**Ticket Closed:** 04/11/07

**Ticket Opened:** 04/10/07

**Subtype:** Video Quality

**Category:** Videophone

**Customer Comments:** Caller complained that his video quality is not so good even though he already did upgrade it.

**Resolution:** Customer Care advised customer to call internet service provider and provide them with the speed test results. Suggested that cable person can come to the house and call us at the same time to provide some added assistance.

**Ticket Closed:** 04/10/07

**Ticket** 12151

**Ticket Opened:** 04/12/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer Care noticed caller's picture was not clear, had ghosting images.

**Resolution:** Customer Care advised customer to adjust videesign speed settings to low, and call back. Customer never called back, so closed ticket.

**Ticket Closed:** 04/13/07

**Ticket** 12417

**Ticket Opened:** 05/03/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer Comments that the picture quality is not that great.

**Resolution:** Customer Care assisted customer with bandwidth test. Customer's upload and download speed was really low. Recommended to customer to contact internet service provider to increase bandwidth.

**Ticket Closed:** 05/03/07

**Ticket** 12405

**Ticket Opened:** 05/03/07

**Subtype:** Video Quality

**Category:** VP200

**Customer Comments:** The customer reported that the video picture was in poor condition.

**Resolution:** Customer Care representative informed the customer about bandwidth test for checking internet speed setting.

**Ticket Closed:** 05/04/07

**Ticket** 12435

**Ticket Opened:** 05/04/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Video Interpreter said that she couldn't see me very well.

**Resolution:** Customer Care assisted customer with adjustment of Videosign speed setting. Set to Videosign low, customer called back and picture was a bit better.

**Ticket Closed:** 05/04/07

**Ticket** 12522

**Ticket Opened:** 05/09/07

**Subtype:** Video Quality

**Category:** Dlink

**Customer Comments:** Bad pictures and so slow, wanted to know what's wrong with her Videophone.

**Resolution:** Explained her to check the bandwidth; seems okay but it's more likely traffic cause the internet slowing down. Customer will check with internet service provider and contact us back.

**Ticket Closed:** 05/09/07

**Ticket** 12543

**Ticket Opened:** 05/10/07

**Subtype:** Video Quality

**Category:** Dlink

**Customer Comments:** Customer cannot see me, the whole screen is pixilated.

**Resolution:** Tried to help him but still no way can communicate through Videophone due to very bad pixilation.

Communicated through AIM. Customer's upload was only 110kbps. Recommended to contact internet service provider for extra bandwidth.

**Ticket Closed:** 05/10/07

**Ticket** 12570

**Ticket Opened:** 05/11/07

**Subtype:** Video Quality

**Category:** Dlink

**Customer Comments:** Wanted to know why his Videophone is so dark?

**Resolution:** Explained him that he needs to move lamp behind him to the front of Videophone that will make a better bright and picture too.

**Ticket Closed:** 05/11/07

**Ticket** 12580

**Ticket Opened:** 05/12/07

**Subtype:** Video Quality

**Category:** Dlink

**Customer Comments:** He wanted to know why his video quality is so low and lots of pixilated.

**Resolution:** Found out his bandwidth is a bit too low. Upload 95 kbps and Download 256 kbps. He had no problem with VP since he got it. Customer Care suggested him to check back another time when he gets his bandwidth increased.

**Ticket Closed:** 05/12/07

**Ticket** 12584

**Ticket Opened:** 05/13/07

**Subtype:** Video Quality

**Category:** Dlink

**Customer Comments:** Wanted to know why her video quality is not that really great.

**Resolution:** Found out her bandwidth was pretty low, her upload shows 26kbps and download is 243kbps. Suggested to call Internet service provider.

**Ticket Closed:** 05/13/07

**Ticket** 12592

**Ticket Opened:** 05/13/07

**Subtype:** Video Quality

**Category:** Videophone

**Customer Comments:** Tried to call her relatives in Cuba but the phone has been busy almost all-day. And also, she sometimes has a hard time to see Video Interpreter because of bad video.

**Resolution:** Rep. told her there's nothing we can do about who she called the person whose line has been busy almost all day. Also, found out her internet speed is pretty low. Suggested give her internet service provider a call and inquire about upgrading bandwidth.

**Ticket Closed:** 05/13/07

**Ticket** 12671

**Ticket Opened:** 05/16/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Caller called again about problem with his Videosign.

**Resolution:** #59 assisted with his aim and remotely accessed to his system. His Videosign was working well with interpreter but when I transferred him from VI to customer care, he was unable to see our CC rep. Apparently that he needs more memory. Customer's computer showed a lot of programs installed and running. Recommended that customer clean up his computer and look into upgrading with more memory.

**Ticket Closed:** 05/17/07

**Ticket** 12758

**Ticket Opened:** 05/18/07

**Subtype:** Video Quality

**Category:** Netmeeting

**Customer Comments:** Having a bad video with his new Sprint Airlink. Even though set in his VideoSign to low but still having a bad video quality.

**Resolution:** Received his email; he will have to replace his wireless card since he found out the other wireless card is only 122kbps max.

**Ticket Closed:** 05/23/07

**Ticket** 12934

**Ticket Opened:** 05/27/07

**Subtype:** Video Quality

**Category:** Videosign 2.5

**Customer Comments:** Customer wanted to know why picture was distorted and snowy.

**Resolution:** Customer was asked to test bandwidth and it was found that an upload speed of 189Kbps was the result of the bad video quality.

**Ticket Closed:** 05/29/07

**Ticket** 9839

**Ticket Opened:** 06/01/06

**Subtype:** Routers

**Category:** Routers and Firewalls

**Customer Comments:** caller has video through videosign, can't call on his Videophone.

**Resolution:** Outreach will take care of this, Customer Care verified dlink & router settings looked good but still doesn't work. Outreach contacted customer and is sending representative to customers home.

**Ticket Closed:** 06/02/06

**Ticket** 10018

**Ticket Opened:** 06/23/06

**Subtype:** Router-Port forward settings

**Category:** Routers

**Customer Comments:** Customer is unable to set port forward in Netgear router for webcam.

**Resolution:** Customer Care assisted customer with port forward settings so that they may use their webcam to make calls. Customer also inquired about recommended routers for Video. Customer care informed customer that their particular router is just fine for video.

**Ticket Closed:** 06/23/06

**Ticket** 10025

**Ticket Opened:** 06/23/06

**Subtype:** Router-setup

**Category:** Routers and Firewalls

**Customer Comments:** Customer Care talked with customer through videosign and customer struggled to set the router.

**Resolution:** Customer Care assisted customer with bridging the router/modem. Customer care tested with customer after bridging and was able to connect with video.

**Ticket Closed:** 06/26/06

**Ticket** 10070

**Ticket Opened:** 06/28/06

**Subtype:** Router-Port forward settings

**Category:** Routers and Firewalls

**Customer Comments:** Customer needed help with configuration her modem/router which was an ActionTec (newest).

**Resolution:** Customer Care assisted customer with set up of Actiontec router/modem. Assisted customer with bridging of modem to work with video. Tested with customer and works good.

**Ticket Closed:** 06/30/06

**Ticket** 10107

**Ticket Opened:** 07/06/06

**Subtype:** Router-setup

**Category:** Routers and Firewalls

**Customer Comments:** Customer complained about the D-link 524 router.

**Resolution:** Customer Care acknowledged to customer that they have an old router that was supplied by us. Worked with customer to get set up to work with video for the time being and informed customer that we will send a new updated D-link 624 router for customer.

**Ticket Closed:** 07/10/06

**Ticket** 10331

**Ticket Opened:** 07/31/06

**Subtype:** Router-setup

**Category:** Router

**Customer Comments:** Caller has non-compatible router.

**Resolution:** Customer Care advised customer of router choices. Offered to send our installer to replace router if they could fill out application form. Assisted customer with form, and advised customer for now to just use modem to Videophone to make their calls. Tested with caller and works fine.

**Ticket Closed:** 08/01/06

**Ticket** 10345

**Ticket Opened:** 07/31/06

**Subtype:** Router-setup

**Category:** Router

**Customer Comments:** Within a week I will be configuring my VP-100 as well as my D-Link i2eye Videophone to work with Earthlink DSL. I've been using Road Runner cable modem and it's working fine, but if the video speed with Earthlink satisfies me, it will represent a savings of \$25.00/month. Can you please send me instructions on how to configure my VPs to work with Earthlink? I will be using the same D'Link DI-604 router. Earthlink will send me a wireless router (don't know which brand, but that only means that the router would be communicating with my Mac Airport router wirelessly). I plan to replace the cable modem with the DSL modem with the same cable connections and add the telephone line to the DSL modem. The way it's currently set up with the cable modem is: ( > means hard wired; = means wireless connection) Cable > cable modem > router > both VPs with two separate Ethernet cables. Router > airport = Mac Mini = network printer Airport > network printer

**Resolution:** Customer Care worked with customer on set up. Provided installation and configuration help. Tested and was successful, customer is happy.

**Ticket Closed:** 07/31/06

**Ticket** 10346

**Ticket Opened:** 07/31/06

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** I don't know what happened since yesterday at 10 AM to today. It is still problems on Videophone. Last year one of your staff installed in my office and I have been using Videophone many times until yesterday. Can you send someone come over ASAP?

**Resolution:** Customer Care sent outreach to customer's workplace for configuration of their router. The router was not set properly. Customer is now able to make and receive calls.

**Ticket Closed:** 07/31/06

**Ticket** 10370

**Ticket Opened:** 08/04/06

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Customer does not want XXXX to do the router setup at her home. Customer has request for another installer.

**Resolution:** Customer Care acknowledged customer and made request to have other installer come to their home to complete the router installation.

**Ticket Closed:** 08/09/06

**Ticket** 10376

**Ticket Opened:** 08/07/06

**Subtype:** Router-setup

**Category:** Router

**Customer Comments:** "Lightning zapped the HOVRS wireless router DI-524 Serial Number: B296256034870, MAC: 001346A1B823. Also the power supply to the router is fried. Symptoms of the failure: the voltage at the power supply for the router is 0 volts and the indicators for the LAN connections would not light up and there is no connection to the Internet(the wireless portion works fine, though). I am requesting a replacement for the DI-524 wireless router.

**Resolution:** Customer care thanked customer for call and sent email requesting that he send us back his router, and that we will send out a new router as soon as possible.

**Ticket Closed:** 08/08/06

**Ticket** 10378

**Ticket Opened:** 08/07/06

**Subtype:** Router-setup

**Category:** Routers and Firewalls

**Customer Comments:** Customer got our dl-624. He unsuccessfully set it up

**Resolution:** Customer Care assisted customer from start to finish on setting up router provided by us.

**Ticket Closed:** 08/08/06

**Ticket** 10420

**Ticket Opened:** 08/11/06

**Subtype:** Router-setup

**Category:** Router

**Customer Comments:** Customer called and complained that she couldn't make a VRS call.

**Resolution:** Customer Care checked customers router and realized there were some blocked IP's on the router. Customer Care removed these blocks and the customer is able to call VRS and other providers.

**Ticket Closed:** 08/14/06

**Ticket 10421**

**Ticket Opened:** 08/11/06

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Customer Called complaining her router kept shutting off and no internet was displayed.

**Resolution:** Customer Care assisted customer with rebooting her router and re-setting up the correct settings. She was able to make a call, but the internet connection was still cutting her off. Advised to customer to contact internet provider for a solution.

**Ticket Closed:** 08/15/06

**Ticket 10440**

**Ticket Opened:** 08/15/06

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Customer Called said he have 4 routers and each for one IP address. He is unable to make calls.

**Resolution:** Customer Care started to work with customer, but he indicated he had to go. Gave customer Contact information for Customer Care and advised to call back. Closed ticket, did not hear back from customer.

**Ticket Closed:** 08/17/06\

**Ticket 10473**

**Ticket Opened:** 08/18/06

**Subtype:** Router-setup

**Category:** Router

**Customer Comments:** XXXXXX theater offices. 3com DSL modem, multiple public IPs. somehow i2eye in his office lost it's static IP settings... needs help resetting.

**Resolution:** Customer Care thanked customer for information and indicated that Outreach installer will be coming out to set up router and configure all the settings.

**Ticket Closed:** 08/18/06

**Ticket 10575**

**Ticket Opened:** 08/29/06

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Customer calling for his sister got router wbr-2310 and unable to get thru with his videophone or webcam.

**Resolution:** Customer Care assisted customer with router set up and was able to successfully test calls.

**Ticket Closed:** 09/01/06

**Ticket 10626**

**Ticket Opened:** 09/11/06

**Subtype:** Router-setup

**Category:** Router

**Customer Comments:** Customer Called frustrated with router 524. Sometime it worked and sometime it didn't work.

**Resolution:** Customer Care assisted customer with re-booting router and re-configuring router to work with video. Customer Care also informed customer we have a newer 624 router that we can send to the customer. Customer care made separate request to outreach for the new router.

**Ticket Closed:** 09/14/06

**Ticket 10707**

**Ticket Opened:** 09/21/06

**Subtype:** Router-setup

**Category:** Router

**Customer Comments:** Caller asked for assistance. His family bought wireless 624 router. Was not sure how to set the router up with videophone and the webcam.

**Resolution:** Customer Care assisted customer with router setup and configured to work with webcam and Videophone.

**Ticket Closed:** 09/25/06

**Ticket 10756**

**Ticket Opened:** 10/02/06

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Customer called complained that her videophone is not working she has D-link router and another router. She is not sure what one to use or set up.

**Resolution:** Customer Care assisted customer with router set up and configuration. Worked with customer to make test call.

Noted that the test call was successful after completion of router setup.

**Ticket Closed:** 10/04/06

**Ticket** 10754

**Ticket Opened:** 10/02/06

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Caller asked about router. Caller is concerned that the router may be broken or not the right one.

**Resolution:** Customer Care did a remote access and noted that the router had old firmware. Customer care downloaded new firmware for router and re-booted. Configured router to work with Videophone and made test call.

**Ticket Closed:** 10/04/06

**Ticket** 10890

**Ticket Opened:** 10/31/06

**Subtype:** Router-Port forward settings

**Category:** Routers

**Customer Comments:** Customer needs help configuring their D-link router. Router is not a XXXX router, it is a 604 or 624 router. Customer's VP works both ways ( calling and receiving ) but their webcam does not work with calling or receiving ( from hovrs and hovrsIM ). The customer reports they can use another providers software with no problems. Please contact customer between 12pm and 1pm on 11/1/06.

**Resolution:** Customer Care contacted customer and helped set up port forwarding for videophone and webcam to work with one router. Tested after configuration and works just fine.

**Ticket Closed:** 11/03/06

**Ticket** 10905

**Ticket Opened:** 11/03/06

**Subtype:** Routers-setup

**Category:** Routers

**Customer Comments:** Caller has 5 static IPs and a Ambit U10C020 modem. Asking how to plug in his 5 videophones

**Resolution:** Customer care advised caller to try a switch, and plug his VPs into the switch. Caller informed customer care will call back—never received a call back.

**Ticket Closed:** 11/03/06

**Ticket** 10955

**Ticket Opened:** 11/10/06

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Caller was moved to a new residence and was unable to setup the router even though their internet is activated.

**Resolution:** Customer Care assisted customer with setup of new router and configuration to work with Videophone.

**Ticket Closed:** 11/10/06

**Ticket** 11154

**Ticket Opened:** 12/07/06

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Customer email : "The router needs configure manually. I need the ports that have to be open on the D-link router to make use of that videophone. What ports I have to have open on my dlink router to use this device??"

**Resolution:** Customer Care assisted customer with set up of router. Did a remote access to configure router and tested with customer. Customer then was able to make a successful VRS call.

**Ticket Closed:** 12/07/06

**Ticket** 11165

**Ticket Opened:** 12/08/06

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Customer was unable to get video picture on their PC with videosign.

**Resolution:** Customer care remotely accessed customer's PC and re-configured the setting on the router and also with aid from the customer, set the videophone correctly. Made successful VRS call with both videophone and webcam.

**Ticket Closed:** 12/11/06

**Ticket** 11217

**Ticket Opened:** 12/18/06

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Customer called saying that they couldn't make videophone call to our service and asked us for further assistance.

**Resolution:** Customer Care assisted customer with befsr41v3 Linksys router. Informed customer that Linksys is not the best router for video. Suggested to customer that they apply with us for a D-link router that would be more compatible.

**Ticket Closed:** 12/18/06

**Ticket** 11273

**Ticket Opened:** 12/21/06

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Customer was not able to get video picture from their videophone when calling VRS. They said they get a black screen.

**Resolution:** Customer Care used remote access to configure the router setting. After configuration, the caller was able to make a successful VRS call.

**Ticket Closed:** 12/21/06

**Ticket** 11335

**Ticket Opened:** 01/03/07

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Dlink wireless router does not work with VRS. Bought new computer to set up with router. I found out that I cannot access ADMIN because of password to block me to open router in new computer. Also, Can VP to my friends but they cannot call me ....something wrong.

**Resolution:** Customer care assisted customer with router setup. Explained step by step instructions with customer and customer was able to configure the router themselves. Made VRS call successfully.

**Ticket Closed:** 01/05/07

**Ticket** 11352

**Ticket Opened:** 01/05/07

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** "I need installer to replace HOVRS router. Had problem with it. Please send installer to come over my house soon as possible. My old installer moved to XXXXX from XXXXX. Who is new installer in XXXXX? My old installer is XXXXXX. I tried to contact him through page and email to him....no hear from him."

**Resolution:** Customer Care emailed customer back and informed him that we will have their local installer contact them as soon as possible. Customer care made separate request via email to outreach to schedule installer at customer's request.

**Ticket Closed:** 01/05/07

**Ticket** 11515

**Ticket Opened:** 02/01/07

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Customer email : "After traveling I tried to reset D-link however it says I need the user name and password for the router. I do not have them. Can you please give me this if you think this will help videophone work? Will someone need to come over here to fix? Please send me at XXXXXXXXXXXX."

**Resolution:** Customer Care emailed and informed customer that our installer will contact for appointment. Customer Care made separate request for installer to go to customer's home.

**Ticket Closed:** 02/05/07

**Ticket** 11537

**Ticket Opened:** 02/05/07

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Hello, I have an odd problem for you. I have two videophones. The problem shows up in both devices, so it's not the device that's the problem. I recently changed from a high-speed cable to a high-speed DSL and had to reconfigure my home network. After doing so, I was able to connect to HOVRS via the 1<sup>st</sup> device. However, I`m no longer getting connected to a live VI. I only get the "Welcome" screen where it says to hold online or I will lose my place in the line. After waiting about 1 minute, I get disconnected. What's up with that? Is it a network issue on my or your end? I never had this problem when I had high-speed cable. PS: You can contact me either via email or IM. Both are ok."

**Resolution:** Customer Care emailed back customer detailed instructions on how to set up router to work with both Videophones as requested. Provided customer with live contact info in case the customer gets stuck and needs help.

**Ticket Closed:** 02/07/07

**Ticket** 11540

**Ticket Opened:** 02/05/07

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Customer email : "I'm using HOVRS VideoSign 2.5 on my computer. I gave my friends my IP address for Point to Point (P2P). Why can't I receive the calls on VideoSign? I was at my computer and wait for pop up message like you have incoming call. Nothing happened. All incoming calls directly to my Videophone instead of VideoSign 2.5. I rather to chat with my friends on VideoSign on my computer. I have no problem with Video Relay Service on VideoSign. It works fine."

**Resolution:** Customer Care sent email to customer explaining about problem and provided solution which included providing private IP address of computer and inserting that number into the router for configuration. Gave customer live contact information for further support.

**Ticket Closed:** 02/06/07

**Ticket 11725**

**Ticket Opened:** 02/26/07

**Subtype:** Routers-setup

**Category:** Routers

**Customer Comments:** Customer reports that he was unable to see Video Interpreter and vice versa.

**Resolution:** Customer has Buffalo router - I started to assist Customer with firewall via portforwarding website with 192.168.11.1 - Customer will need to reset his router before he can carry on with the router configuration process. Not able to get into router because customer does not remember password. Customer will contact us back when they are ready. Gave customer live contact info.

**Ticket Closed:** 02/26/07

**Ticket 11737**

**Ticket Opened:** 02/26/07

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** My videophone has problem.. Has black screen..Please email me.

**Resolution:** Customer Care emailed customer and informed him of instructions for router settings, making sure he uses the DMZ function in the router. Gave customer live contact information for further assistance.

**Ticket Closed:** 02/27/07

**Ticket 11794**

**Ticket Opened:** 03/01/07

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Customer comments that they get black screen when trying to make a VRS call or point to point.

**Resolution:** Customer care assisted customer with router setup and configuration to work with video. Made successful point to point call and customer commented later that he made successful VRS call.

**Ticket Closed:** 03/02/07

**Ticket 11796**

**Ticket Opened:** 03/02/07

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Customer reported that he can't see Customer Care or the interpreter. He informed that his router was wireless Linksys WRT54GL and he wanted to know what the problem was.

**Resolution:** Customer Care informed that his Linksys router will not work well with our video and recommended D-link routers for video applications. Suggested that he fill out our application for router and sent him link for application.

**Ticket Closed:** 03/03/07

**Ticket 11820**

**Ticket Opened:** 03/06/07

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Customer email : "Hello: In order to Receive a Point-to-Point call, what ports need to be open for Inbound? The FAQ lists a bunch of ports used outbound only."

**Resolution:** Customer Care sent email about inbound h.323 and TCP 1720. Provided live contact information for more support if needed.

**Ticket Closed:** 03/06/07

**Ticket 11857**

**Ticket Opened:** 03/11/07

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Caller requested for setup assistance on his network and router.

**Resolution:** Customer Care remotely assisted customer with router setup. Configured router and successfully made test calls via point to point and VRS.

**Ticket Closed:** 03/11/07

**Ticket 11937**

**Ticket Opened:** 03/20/07

**Subtype:** Router setup

**Category:** Routers

**Customer Comments:** Customer email : "We have a wireless router (Linksys WRT54G) and it is currently blocking video from HOVRS. I need a list of ports that need to be forwarded inside the router so that it won't block the incoming video."

Thanks."

**Resolution:** Customer Care sent email to customer with list of ports to be forwarded, and recommended they contact us for further assistance.

**Ticket Closed:** 03/23/07

**Ticket** 11963

**Ticket Opened:** 03/22/07

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Customer is having trouble with her webcam and videophone. She struggled to make webcam calls to VRS. Her network/router may be the problem.

**Resolution:** Outreach representative went to customers home to set up webcam properly. Customer is now able to make calls. Customer Care gave customer live contact information for future assistance.

**Ticket Closed:** 03/28/07

**Ticket** 12023

**Ticket Opened:** 03/29/07

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Customer suspected that her router had a problem.

**Resolution:** Customer Care advised customer to disconnect router and try making connection with just modem and VP. Reports that it is the same problem. Customer now suspects it is her Internet Service Provider provider. Customer will contact ISP provider at the recommendation of Customer Care for inquiry.

**Ticket Closed:** 03/30/07

**Ticket** 12158

**Ticket Opened:** 04/12/07

**Subtype:** Routers-setup

**Category:** Routers

**Customer Comments:** Customer Called in and wanted some help with her router.

**Resolution:** Customer Care assisted customer with router setup and configuration. Customer Care remotely accessed customer's computer for configuration.

**Ticket Closed:** 04/12/07

**Ticket** 12072

**Ticket Opened:** 04/04/07

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** The customer reports that through webcam the interpreter can't see him.

**Resolution:** CC found out that the customer used the router, Linksys WRT54G which does not work well with video and suggested the customer to get different router. Customer Care suggested that he request router from our outreach department. Gave customer link to application.

**Ticket Closed:** 04/05/07

**Ticket** 12306

**Ticket Opened:** 04/27/07

**Subtype:** Router-DMZ settings

**Category:** Routers

**Customer Comments:** Customer contacted customer care and mentioned video connection doesn't work both ways.

**Resolution:** Customer care assisted customer to set up DMZ in the router. Once finished, Attempted call customer twice, no answer.

**Ticket Closed:** 04/30/07

**Ticket** 12311

**Ticket Opened:** 04/27/07

**Subtype:** Router-setup

**Category:** Router

**Customer Comments:** Customer asked about their modem with built in router for assistance in setting up for videophone.

**Resolution:** Customer Care assisted customer with configuration by remotely accessing customer's PC to set up the modem/router. Customer was now able to make successful point to point and VRS calls.

**Ticket Closed:** 04/27/07

**Ticket** 12345

**Ticket Opened:** 05/01/07

**Subtype:** Router-Port forward settings

**Category:** Routers

**Customer Comments:** The customer needed information on port forwarding for his new modem and router called Speedstream 5667.

**Resolution:** Customer Care gave the customer two website addresses with information on port forwarding for Speedstream

5667. If it doesn't work out, he will contact us back.

**Ticket Closed:** 05/02/07

**Ticket** 12367

**Ticket Opened:** 05/02/07

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** The customer had HOVRS representative assisting her with D-Link installing and the customer was having trouble making a call.

**Resolution:** HOVRS Rep – Customer Care gave him information on Netopia 3346N-VGx from port forwarding website and he is working from there. After configured, successfully made VRS call.

**Ticket Closed:** 05/02/07

**Ticket** 12839

**Ticket Opened:** 05/22/07

**Subtype:**

**Category:** Routers/Firewalls

**Customer Comments:** The customer reported that video failed to connect and wanted to know what the problem was.

**Resolution:** Customer Care found out that the customer had wireless Linksys router which does not work well with video. Customer Care suggested to customer to use other router. Recommended they apply for our router through website.

Provided customer with link.

**Ticket Closed:** 05/22/07

**Ticket** 12874

**Ticket Opened:** 05/23/07

**Subtype:** Router-setup

**Category:** Routers

**Customer Comments:** Customer is having a problem with VideoSign 2.5, she's also HOVRS rep. She couldn't see agent but agent can see caller.

**Resolution:** Instructed her into Belkin Router (F5D7231-4) to enable on Port 1720, got VideoSign 2.5 working perfectly.

**Ticket Closed:** 05/23/07

**Ticket** 9851

**Ticket Opened:** 06/05/06

**Subtype:** Firewall-Corporate

**Category:** Firewalls

**Customer Comments:** Customer is an office caller, working with IT guy (Jon) to set up videosign.

**Resolution:** Customer Care gave IT person h.323 firewall port information for video. Explained what is needed to allow video to work. Gave IT person Customer Care phone number. IT will call back if needed.

**Ticket Closed:** 06/06/06

**Ticket** 10101

**Ticket Opened:** 07/06/06

**Subtype:** Firewall-Corporate

**Category:** Firewalls

**Customer Comments:** Customer is in hotel setting and wanted to know what he could do to make video work.

**Resolution:** Customer Care explained to customer that the hotel wi-fi connection possibly has a blocked port for video.

Suggested to customer to talk to the hotel front desk and see if they might allow video streaming. Advised customer that they can call back if they have more questions.

**Ticket Closed:** 07/06/06

**Ticket** 10290

**Ticket Opened:** 07/20/06

**Subtype:** Firewall-Corporate

**Category:** Firewalls

**Customer Comments:** IT for GE called for his deaf employee, asking what ports to open for firewalls?

**Resolution:** Customer Care explained that he needs to open H.323. for video streaming Gave IT person Customer Care contact info if they needed to call back.

**Ticket Closed:** 07/20/06

**Ticket** 10485

**Ticket Opened:** 08/21/06

**Subtype:** Firewall

**Category:** VideoSign 2.5

**Customer Comments:** Customer can't see Customer Care.

**Resolution:** Customer Care did a remote access, and found Windows Live Care One and other software firewalls. Configured software firewalls to include Videosign. Tested and made successful video connection.

**Ticket Closed:** 08/21/06

**Ticket** 10515

**Ticket Opened:** 08/23/06

**Subtype:** Firewall-Corporate

**Category:** Firewall

**Customer Comments:** Customer is an office caller and can't see Customer Care.

**Resolution:** Customer Care advised to ask IT to open h.323 and gave our phone number for IT to contact.

**Ticket Closed:** 08/24/06

**Ticket** 10576

**Ticket Opened:** 08/29/06

**Subtype:** Firewall-Norton/McAfee

**Category:** Firewalls

**Customer Comments:** Customer Called and struggled to find the firewall (control panel) and unable to get it disabled.

**Resolution:** Customer Care did a remote access and assisted customer with removing firewall, and tested call successfully.

**Ticket Closed:** 09/01/06

**Ticket** 10590

**Ticket Opened:** 09/01/06

**Subtype:** Firewall-Norton/McAfee

**Category:** Firewalls

**Customer Comments:** "Can you tell me this problem. I was trying to call with videosign laptop but there is still black face.. when you explain me I will fixing it."

**Resolution:** Customer Care sent email to check for firewalls and gave instructions on how to configure and try to call us directly.

**Ticket Closed:** 09/01/06

**Ticket** 10595

**Ticket Opened:** 09/05/06

**Subtype:** Firewall-Norton/McAfee

**Category:** Firewalls

**Customer Comments:** Customer cannot see Customer care or video interpreter.

**Resolution:** Customer care advised customer to turn off software firewalls. Gave instructions and customer indicated they will call back, but they did not call back so closed ticket.

**Ticket Closed:** 09/06/06

**Ticket** 10624

**Ticket Opened:** 09/08/06

**Subtype:** Firewall

**Category:** hovrsIM

**Customer Comments:** Customer reports that they click accept, but no video.

**Resolution:** Customer care advised caller to turn off firewalls, and to check to make sure they have their buddy list preferences set to "allow all".

**Ticket Closed:** 09/08/06

**Ticket** 10637

**Ticket Opened:** 09/12/06

**Subtype:** Firewall

**Category:** Videosign 2.5

**Customer Comments:** "The services not work properly on my computer. Please help me and to see how it works."

**Resolution:** Customer Care emailed customer with firewall configuration instructions. Customer called back--had firewalls turned on. Customer is able to make calls now.

**Ticket Closed:** 09/12/06

**Ticket** 10759

**Ticket Opened:** 10/03/06

**Subtype:** Firewall-Corporate

**Category:** Firewalls

**Customer Comments:** Customer called and needs assistance on how to disable the firewall at his workplace.

**Resolution:** Customer Care worked with customer and informed him about h.323 port to allow for incoming video streaming. Suggested to customer to inform IT ( IT was not there ) on ports to open. Sent customer our FAQ's for corporate firewalls. Also gave customer contact info if IT would like to call us.

**Ticket Closed:** 10/03/06

**Ticket** 10766

**Ticket Opened:** 10/04/06

**Subtype:** Firewall-Corporate

**Category:** Firewalls

**Customer Comments:** caller works for a XXXXX office in XXXX. Customer Will contact tech support at her company to help

set up firewall.

**Resolution:** Customer Care gave customer contact information for their IT to contact us when they are ready to set up the equipment.

**Ticket Closed:** 10/05/06

**Ticket 10805**

**Ticket Opened:** 10/11/06

**Subtype:** Firewall-Corporate

**Category:** Firewalls

**Customer Comments:** "Greetings! I am trying to configure the firewall at XXXXX to allow staff and students to access HOVRS using your VideoSign software. I read your FAQ and all it mentions is which outbound ports to open. We have no restrictions on outbound traffic, but I still cannot see the interpreter. I can make point-to-point connections inside my LAN, so I know the cameras and software are configured correctly. What INBOUND ports do I need to open to allow VRS traffic? Thanks for your assistance!"

**Resolution:** Customer Care sent email advising to open H.323 port for incoming and outgoing video traffic. Emailed customer customer care contact information with phone number in case they need more help.

**Ticket Closed:** 10/13/06

**Ticket 11132**

**Ticket Opened:** 12/05/06

**Subtype:** Firewall-Norton/McAfee

**Category:** Firewalls

**Customer Comments:** "I am unable to see the interpreter (black screen appears) even if I can see myself in the self view. Can you help pinpoint this problem and solve it?"

**Resolution:** Customer Care sent email explaining firewalls and gave instructions on how to turn off software firewalls. Gave live contact information for customer to use if still having problems.

**Ticket Closed:** 12/06/06

**Ticket 11138**

**Ticket Opened:** 12/05/06

**Subtype:** Firewall-Corporate

**Category:** Firewalls

**Customer Comments:** Customer's IT Dept tried to make videosign work at their workplace. They are running the ipp2p module ([www.ipp2p.org](http://www.ipp2p.org)) on their Bering uClibc router. They even inserted port forwarding 1720 to 1720 TCP and failed. They asked us to see if we have any knowledge on those two devices.

**Resolution:** No Customer response after 2 follow up emails and 1 voice mail.

**Ticket Closed:** 12/18/06

**Ticket 11393**

**Ticket Opened:** 01/12/07

**Subtype:** Firewall-Corporate

**Category:** Firewalls

**Customer Comments:** Customer email : "I just checked yesterday's firewall logs. The firewall change form requested access to XXXXXX, but the log shows your PC attempting to access XXXXXX - is this something you can configure? I tried to call using videosign 2.5 and I am unable to see the Relay operator as well as she/ he can't see me either... How to solve the firewall problem?"

**Resolution:** Customer care sent email with IP ranges for IT person to configure their firewall. Also gave contact information for further assistance.

**Ticket Closed:** 01/15/07

**Ticket 11536**

**Ticket Opened:** 02/05/07

**Subtype:** Firewall-Norton/McAfee

**Category:** Videosign 2.5

**Customer Comments:** Customer email : "I can see the interpreter but I cannot see myself in the self view and nor can interpreter see me."

**Resolution:** Customer Care sent email to customer recommending that they turn off any software firewalls. Gave examples to customer to they would know what to look for. Provided detailed instructions.

**Ticket Closed:** 02/06/07

**Ticket 11556**

**Ticket Opened:** 02/06/07

**Subtype:** Firewall-Corporate

**Category:** Firewalls

**Customer Comments:** Customer email : "We are having a problem... we installed the webcam at the Teacher's desk... ability to make a point to point calls have proven to be successful. It is the callbacks via VRS and Customer Care channels that the problems have appeared. We are thinking it is a firewall issue but would like for you to check the tech specifications so we can be sure that the problem is not a hardware/software problem but rather a connectivity issue."

**Resolution:** Customer Care emailed customer back recommending that they allow h.323 for video streaming. Gave

customer additional ports to open for video. In email, gave customer live contact information for further assistance.

**Ticket Closed:** 02/06/07

**Ticket** 11594

**Ticket Opened:** 02/13/07

**Subtype:** Firewall

**Category:** Videosign 2.5

**Customer Comments:** Customer has firewall issue.

**Resolution:** Customer Care assisted customer with firewall issue. Assisted with configuring firewall to work with VideoSign. Did remote access to make this work. Caller was able to make successful VRS call.

**Ticket Closed:** 02/14/07

**Ticket** 11730

**Ticket Opened:** 02/26/07

**Subtype:** Firewall-Corporate

**Category:** Firewalls

**Customer Comments:** Customer working in an office reports that he can't see VI through isight and MAC and he wanted to know what can be done.

**Resolution:** Customer Care assisted with MAC fire walling. Customer got stuck with configuration and he will contact his IT to get further assistance. Gave live contact information and voice number for IT for further assistance.

**Ticket Closed:** 02/26/07

**Ticket** 11873

**Ticket Opened:** 03/13/07

**Subtype:** Firewall-Corporate

**Category:** Firewalls

**Customer Comments:** Customer wanted to know why she could not connect her VP to make any phone calls at her office at one of state buildings. IT and she could not figure out what the problem was and they noticed that there are three yellow crosses. There is something wrong with their network system. She would appreciate if we send someone there to check it out and to solve the problem. Her address is: XXXXXXXX

**Resolution:** Customer Care informed customer that we requested representative to contact her for assistance.

**Ticket Closed:** 03/13/07

**Ticket** 11891

**Ticket Opened:** 03/14/07

**Subtype:** Firewall-Norton/McAfee

**Category:** Videosign 2.5

**Customer Comments:** Caller requested help to make Videosign work on his computer.

**Resolution:** Customer Care remotely accessed customer's computer and configured the firewall to work with Videosign. Successfully made VRS call.

**Ticket Closed:** 03/14/07

**Ticket** 11966

**Ticket Opened:** 03/22/07

**Subtype:** Firewall-Corporate

**Category:** Firewalls

**Customer Comments:** Customer trying to use secure.hovrs.com on library computer but is not completing the call- a security problem? Customer made a login password successfully.

**Resolution:** Customer Care emailed customer instructing them to open h.323 and other ports required to make a video connection. Gave live contact information for further assistance.

**Ticket Closed:** 03/23/07

**Ticket** 12069

**Ticket Opened:** 04/03/07

**Subtype:** Firewall-Norton/McAfee

**Category:** Firewalls

**Customer Comments:** Customer reports that he cannot make video work with his webcam at all.

**Resolution:** Customer Care assisted customer with configuring firewall to work with Videosign. Turns out customer had McAfee and that was causing the problems.

**Ticket Closed:** 04/05/07

**Ticket** 12112

**Ticket Opened:** 04/06/07

**Subtype:** Firewall-Norton/McAfee

**Category:** Firewalls

**Customer Comments:** Customer just downloaded Video Sign 2.5 and questioned about firewall.

**Resolution:** Customer care suggested that if they have problems to configure firewall to allow videosign. Recommended to customer that if there are no problems they can leave firewall setting.

**Ticket Closed:** 04/09/07

**Ticket** 12178

**Ticket Opened:** 04/17/07

**Subtype:** Firewall-Corporate

**Category:** Firewalls

**Customer Comments:** Customer was at work and had a hard time to have her Videophone working well.

**Resolution:** Customer care suggested customer to contact her IT to open the ports at her office. Gave customer h.323 information and port details to give to IT.

**Ticket Closed:** 04/19/07

**Ticket** 12185

**Ticket Opened:** 04/17/07

**Subtype:** Firewall-Corporate

**Category:** Firewalls

**Customer Comments:** IT department for customer requested for port range and port settings.

**Resolution:** Customer Care emailed requested information for IT person for port settings.

**Ticket Closed:** 04/19/07

**Ticket** 12341

**Ticket Opened:** 04/30/07

**Subtype:** Firewall-Corporate

**Category:** Firewalls

**Customer Comments:** The customer reports he can't see interpreter, calling from work.

**Resolution:** Customer Care informed customer that our FAQ on website has information on company firewall. The customer will pass on the information to his IT department.

**Ticket Closed:** 05/02/07

**Ticket** 12372

**Ticket Opened:** 05/02/07

**Subtype:** Firewall-Corporate

**Category:** Firewalls

**Customer Comments:** Customer was at college and couldn't get through because of firewall.

**Resolution:** Customer care suggested customer to contact the Information Technology at his college. Customer Care gave customer port and firewall information to provide to them. Also provided customer with our live help information for further assistance.

**Ticket Closed:** 05/03/07

**Ticket** 12424

**Ticket Opened:** 05/04/07

**Subtype:** Firewall-Norton/McAfee

**Category:** Firewalls

**Customer Comments:** Customer could not made video calls with their PC and webcam.

**Resolution:** Customer Care inquired with customer about their setting, found out they have Windows Firewall in the ON position-Customer care suggested customer to turn firewall "OFF." Afterwards, got call back and was able to make video calls.

**Ticket Closed:** 05/04/07

**Ticket** 12477

**Ticket Opened:** 05/08/07

**Subtype:** Firewall-Corporate

**Category:** Firewalls

**Customer Comments:** caller will be traveling, and asked for info regarding the firewalls that need to be opened for hotel room to use VRS.

**Resolution:** Advised caller to tell hotel managers to "allow inbound H.323 communication" to her computer.

**Ticket Closed:** 05/08/07

**Ticket** 12686

**Ticket Opened:** 05/17/07

**Subtype:** Firewall-Corporate

**Category:** Routers/Firewalls

**Customer Comments:** Videosign caller cannot see interpreter and interpreter cannot see caller.

**Resolution:** Advised caller to open H.323 through her office firewall. Caller will contact her tech support. Customer Care gave customer phone number so tech can call us if they need help.

**Ticket Closed:** 05/17/07

**Ticket** 12925

**Ticket Opened:** 05/26/07

**Subtype:** Firewalls-MAC

**Category:** Firewalls

**Customer Comments:** User was inquiring about how to solve black screen issues on MAC computer.

**Resolution:** Customer Care advised customer to turn off Mac firewall and issue was resolved-made test calls via point to point and VRS.

**Ticket Closed:** 05/26/07

**Ticket** 10925

**Ticket Opened:** 11/06/06

**Subtype:** Video Camera

**Category:** VideoSign 2.5

**Customer Comments:** I am having problems getting VideoSign to recognize a camera. I have tried several different cameras but I can never see myself in the self view window. At the bottom of the main window, there is a message that says "Searching for video capture card..."

**Resolution:** Customer Care spoke with caller on their videophone and found out that the caller needed to install the driver for the webcam. Assisted customer with the installation of the driver. Tested with customer and made a successful VRS call.

**Ticket Closed:** 11/07/06

**Ticket** 10930

**Ticket Opened:** 11/07/06

**Subtype:** Video Camera

**Category:** hovrsIM

**Customer Comments:** Caller reports that Logitech webcam doesn't work with hovrsIM. Customer Care inquired and found out he is using triton AIM. Customer reverted back to old AIM but still unable to see himself. Customer Care remotely accessed customers computer and noticed he had TV tuner.

**Resolution:** Customer Care remotely accessed customers computer and noticed he had TV tuner. Disabled TV tuner and was able to get webcam to work. Caller tested and works great for VRS calls now.

**Ticket Closed:** 11/07/06

**Ticket** 12078

**Ticket Opened:** 04/04/07

**Subtype:** Video Camera

**Category:** Videosign 2.5

**Customer Comments:** Customer email : "Hi, I am experiencing some problems with the web camera. On some days, I look a wee odd. Instead of flesh-colored, I am yellow! Or even purple! While it's cool to be purple, I don't think the interpreters like seeing a purple version of me. :) Additionally, the image also freeze for some reason. Is it possible that the web camera may be in need of a replacement?"

**Resolution:** Customer Care emailed customer back and informed them their webcam sounds pretty old, and in need of replacement. Suggested to customer to apply for new webcam through our website. Provided customer with link.

**Ticket Closed:** 04/05/07

**Ticket** 10094

**Ticket Opened:** 07/05/06

**Subtype:** Incompatible webcam

**Category:** Videosign

**Customer Comments:** Caller's Webcam not working. Caller can see self using Logitech webcam program, can't see in videosign. Caller has a tuner card in PC.

**Resolution:** Customer Care informed Caller has a tv tuner on his video card. Customer Care advised customer to disable it and call back. Customer Called back and finally got through on video.

**Ticket Closed:** 07/06/06

**Ticket** 10110

**Ticket Opened:** 07/06/06

**Subtype:** Incompatible Webcam

**Category:** VideoSign 2.5

**Customer Comments:** Customer can't see his own camera, a GE easycam. Camera has CMOS sensor.

**Resolution:** Customer Care advised customer to get a camera with the CCD sensor. CMOS sensors do not work. Offered our camera if they want to fill out application. Customer Care sent customer link to application.

**Ticket Closed:** 07/07/06

**Ticket** 10769

**Ticket Opened:** 10/04/06

**Subtype:** Incompatible webcam

**Category:** VideoSign 2.5

**Customer Comments:** Customer had webcam with CMOS sensors. It was really old.

**Resolution:** Customer Care informed customer that webcam needs to have CCD sensors to work. Suggested that they apply for webcam through us. Provided customer with link for application.

**Ticket Closed:** 10/06/06

**Ticket 11336**

**Ticket Opened:** 01/03/07

**Subtype:** Incompatible Webcam

**Category:** Webcam

**Customer Comments:** "I am using the Soc PC Camera, and I can't figure out how to get the webcam to work for my HOVRS system."

**Resolution:** Customer Care sent email that his camera uses CMOS and is not compatible. Gave customer link to our application for webcam and also recommended if customer were to purchase to make sure they get the camera with CCD sensors.

**Ticket Closed:** 01/05/07

**Ticket 11677**

**Ticket Opened:** 02/21/07

**Subtype:** Incompatible Webcam

**Category:** Webcam

**Customer Comments:** Customer who was using Built-in Camera VA10 laptop was unable to see himself and Customer Care

**Resolution:** Customer Care informed customer that Video Sign 2.5 will not be able to work with this built-in webcam laptop due to conflict driver.

**Ticket Closed:** 02/21/07

**Ticket 12478**

**Ticket Opened:** 05/08/07

**Subtype:** Incompatible webcam

**Category:** Webcam

**Customer Comments:** Customer called in and wanted to know why testing polycom with HOVRS doesn't work.

**Resolution:** Customer Care advised that polycom is not recommended for VRS. Recommended D-link videophone.

**Ticket Closed:** 05/08/07

**Ticket 12583**

**Ticket Opened:** 05/12/07

**Subtype:** Incompatible Webcam

**Category:** Webcam

**Customer Comments:** Not too sure if it's possible to get it working from her webcam built-in notebook, her notebook is HP Pavilion dv2116wm, Windows XP. I did ask her, can he sees herself while VideoSign on but no video at all. Possible webcam built-in is incompatible.

**Resolution:** Customer care spoke with her about her webcam built-in isn't working properly comes with VideoSign, suggested her to fill out the VRS equipment for free webcam from us to make videosign work.

**Ticket Closed:** 05/16/07

**Ticket 10571**

**Ticket Opened:** 08/29/06

**Subtype:** D-link installed incorrectly

**Category:** D-link

**Customer Comments:** Customer moved her TV and her videophone and was not able to re-connect correctly.

**Resolution:** Customer Care worked with customer and providing setup help. Tested with customer and works great.

**Ticket Closed:** 08/29/06

**Ticket 10607**

**Ticket Opened:** 09/07/06

**Subtype:** D-link installed incorrectly

**Category:** D-link

**Customer Comments:** Customer called and reported cannot call HOVRS, and Videophone has 3 yellow "x" marks.

**Resolution:** Customer was not technical savvy at all, and after 30 minutes was not able to successfully get anywhere, so informed customer that we will send a person to their house to complete the set up. Customer Care made separate request for installer to outreach.

**Ticket Closed:** 09/08/06

**Ticket 10690**

**Ticket Opened:** 09/20/06

**Subtype:** D-link installed incorrectly

**Category:** D-link

**Customer Comments:** Customer moved from XXX to XXX and now Videophone not working.

**Resolution:** Customer Care assisted customer with Videophone set up and configuration. Made several test calls and customer was happy that finally got videophone set up.

**Ticket Closed:** 09/21/06

**Ticket 10896**

**Ticket Opened:** 11/01/06

**Subtype:** D-link installed incorrectly

**Category:** D-link

**Customer Comments:** "Hi, Support. I do. I am tired many called and disconnected but, my videophone says is Incomplete call: UNABLE TO ESTABLISH CONNECTION. Please can you contact me. How do you help me what is do. Have a nice day."

**Resolution:** Customer Care emailed customer back and sent information on how to re-connect D-link Videophone and configure to work with broadband connection. Gave customer live contact information so they may contact us for further help,

**Ticket Closed:** 11/03/06

**Ticket** 11019

**Ticket Opened:** 11/16/06

**Subtype:** D-link installed incorrectly

**Category:** D-link

**Customer Comments:** "Hello, this is second letter and never respond, so I just moved recently to new apt. And try set up video was fine then start another problem with video"

**Resolution:** Customer care emailed caller and asked for response back. Got response back and worked with customer to hook up D-link to their modem. Made test calls and successfully placed VRS call.

**Ticket Closed:** 11/21/06

**Ticket** 11023

**Ticket Opened:** 11/17/06

**Subtype:** D-link installed incorrectly

**Category:** Dlink

**Customer Comments:** "How can I set up my upstairs/downstairs dlink so each can get calls?"

**Resolution:** Customer Care Explained both use same public IP. Gave Options: 2 public IPs, or else turn each one off and on one at a time. Customer needed help setting up D-link for this.

**Ticket Closed:** 11/17/06

**Ticket** 11113

**Ticket Opened:** 12/01/06

**Subtype:** D-link installed incorrectly

**Category:** Dlink

**Customer Comments:** "My videophone is down since I replace router change to wireless router so I can use laptop wireless and I put hook wires for computer and videophone on wireless router and computer is fine and laptop is good but videophone wont work so I tried get figure out but seem I have no idea what is going on."

**Resolution:** Customer care emailed customer step by step instructions for hooking up videophone and gave customer contact information for immediate live help if needed.

**Ticket Closed:** 12/05/06

**Ticket** 11298

**Ticket Opened:** 12/29/06

**Subtype:** D-Link installed incorrectly

**Category:** D-link

**Customer Comments:** Customer email : "Please come and help for Videophone set up and I need help with the lens, how to make it more clear. I have not been able to make any calls."

**Resolution:** Customer care sent email with live contact instructions. Customer Care got customer on AIM and assisted with correct set up of D-link videophone. Customer was now able to make successful VRS call.

**Ticket Closed:** 01/03/07

**Ticket** 11673

**Ticket Opened:** 02/21/07

**Subtype:** D-link installed incorrectly

**Category:** D-link

**Customer Comments:** Customer comments that when calling VRS she just gets a dialing, and nothing happens. She does not get a call back box at all.

**Resolution:** Customer Care contacted customer and assisted with Videophone setting. Customer is able to make inbound and VRS calls.

**Ticket Closed:** 02/23/07

**Ticket** 12147

**Ticket Opened:** 04/11/07

**Subtype:** D-link installed incorrectly

**Category:** D-link

**Customer Comments:** Customer called into Customer Care and wanted to know about how to set up her videophone settings, they were not sure if the settings were correct.

**Resolution:** Customer care went through all the settings with the customer and indicated everything seemed right. Customer Care gave customer additional information from our FAQ's if they were unsure again.

**Ticket Closed:** 04/12/07

**Ticket** 10166

**Ticket Opened:** 07/10/06

**Subtype:** Failed to download

**Category:** VideoSign 2.5

**Customer Comments:** Customer installing videosign. Unable to get through the first step of the download.

**Resolution:** Customer Care did a remote access and set up her pop-up blockers to the off position and configured Norton firewall. Caller was now able to make a VRS call and contact Customer care through video.

**Ticket Closed:** 07/10/06

**Ticket** 10564

**Ticket Opened:** 08/28/06

**Subtype:** Failed to download

**Category:** Videosign 2.5

**Customer Comments:** "I wonder to ask you. I would like you to download videosign for Mac. Please let me know about it. I will look forward to hearing from you so soon. Thanks!"

**Resolution:** Customer Care emailed customer back notifying him that Videosign is only compatible with PC and not for the MAC. Gave customer instructions on how to use our service with MAC through hovrsIM and the HOVRS widget.

**Ticket Closed:** 08/28/06

**Ticket** 10635

**Ticket Opened:** 09/12/06

**Subtype:** Failed to download

**Category:** Videosign 2.5

**Customer Comments:** "It doesn't work download the software. Can you please let me know what to do?"

**Resolution:** Customer Service emailed customer giving him a direct link for download. Advised customer to make sure pop up blockers are turned off.

**Ticket Closed:** 09/12/06

**Ticket** 10804

**Ticket Opened:** 10/11/06

**Subtype:** Failed to download

**Category:** Videosign 2.5

**Customer Comments:** We have a Mac computer, how can we use the video sign program?

**Resolution:** Customer Care emailed customer back informing them about MAC products for VRS and informed customer that Videosign is only for PC.

**Ticket Closed:** 10/12/06

**Ticket** 10979

**Ticket Opened:** 11/15/06

**Subtype:** Failed to download

**Category:** Videosign 2.5

**Customer Comments:** Videosign not loading on my computer.

**Resolution:** Customer care remotely accessed customer's computer and downloaded videosign and made test call. The pop-up blockers were on which resulted in the application not opening up correctly.

**Ticket Closed:** 11/15/06

**Ticket** 11107

**Ticket Opened:** 12/01/06

**Subtype:** Failed to download

**Category:** Videosign 2.5

**Customer Comments:** Customer called in and was having a problem installing videosign.

**Resolution:** Customer care remotely accessed customer's computer and installed videosign and made test call. After test call, customer care had customer make VRS call, it was successful.

**Ticket Closed:** 12/01/06

**Ticket** 11460

**Ticket Opened:** 01/23/07

**Subtype:** Failed to download

**Category:** Videosign 2.5

**Customer Comments:** Customer email : "I downloaded Video Sign. It won't let me get in after a pop screen disappear each time after click. I think it is something to do with firewall."

**Resolution:** Customer Care emailed customer back instructing him to turn off pop up blockers. Also gave a direct link to re-download.

**Ticket Closed:** 01/26/07

**Ticket** 11516

**Ticket Opened:** 02/01/07

**Subtype:** Failed to download

**Category:** Videosign 2.5

**Customer Comments:** Customer email : "When I installed the software, VideoSign25.setup.exe, by `run` the installation from IE 7.0. There's a display says IE - Security Warning; Name: VideoSign25.setup.exe; Publisher: Unknown Publisher After the installation was completed, there's no problem. When I launch the VideoSign, there's an error display says: "HOVRS VideoSign Software has encountered a problem and needs to close." There's two links to report to Microsoft which one is send report and one is to cancel. I'm not exactly sure what's the cause. My Windows XP has Service Pack 2 and its home edition. Is there a solution for this problem?"

**Resolution:** Customer Care sent email with direct link to download and instructions on configuration for web browser. Listed live customer support hours for additional support if needed.

**Ticket Closed:** 02/05/07

**Ticket** 12081

**Ticket Opened:** 04/04/07

**Subtype:** Failed to download

**Category:** Videosign 2.5

**Customer Comments:** Customer email : "I was really attempting to use the relay video for downloading but it was not able to work on nothing so what is the deal ? Please let me know when you would keep in touch with me soon."

**Resolution:** Customer Care emailed customer direct link to download of Videosign and gave step by step instructions. Provided customer with live contact information for further assistance.

**Ticket Closed:** 04/05/07

## Miscellaneous

**Ticket** 10343

**Ticket Opened:** 07/31/06

**Subtype:** ASA

**Category:** Customer Feedback

**Customer Comments:** Customer complains he has been waiting for 10 minutes for VI.

**Resolution:** Customer Care responded to customer apologizing for the long wait, and thanked him for his feedback.

**Ticket Closed:** 07/31/06

**Ticket** 10579

**Ticket Opened:** 08/30/06

**Subtype:** ASA

**Category:** Customer Feedback

**Customer Comments:** Customer called and noticed the wait time was very long, 5+ minutes for a VI. This happened around 540pm on 8/30/06.

**Resolution:** Call Center manager acknowledged and will plan to have more interpreters during this time. Customer care apologized to customer and thanked them for their feedback.

**Ticket Closed:** 09/01/06

**Ticket** 10922

**Ticket Opened:** 11/06/06

**Subtype:** ASA

**Category:** Customer Feedback

**Customer Comments:** Customer reports having to wait longer than 10 minutes to answer.

**Resolution:** Call Center manager acknowledged short staff on that particular day and has made adjustments. Customer Care apologized to customer for long wait and thanked for feedback.

**Ticket Closed:** 11/27/06

**Ticket** 11112

**Ticket Opened:** 12/01/06

**Subtype:** ASA

**Category:** Customer Feedback

**Customer Comments:** Waiting for interpreter - 5 minutes running.

**Resolution:** Call Center Manager acknowledged and informed Customer Care that plans are to beef up staff. Customer Care relayed message to customer and apologized for long wait.

**Ticket Closed:** 12/04/06

**Ticket** 10380

**Ticket Opened:** 08/07/06

**Subtype:** Bi-Lingual Translation

**Category:** Service Questions

**Customer Comments:** Customer called and indicated he wanted to have Spanish calling card.

**Resolution:** Customer Care informed customer that we currently are working on providing everything in Spanish, and thanked him for his call.

**Ticket Closed:** 08/08/06

**Ticket** 10694

**Ticket Opened:** 09/20/06

**Subtype:** Bi-Lingual Translation

**Category:** Service Questions

**Customer Comments:** Customer called and asked how she can do with the Spanish relay call setup in her videophone.  
**Resolution:** Customer Care worked with customer and explained step by step how to add espanol.hovrs.tv to her videophone.

**Ticket Closed:** 09/21/06

**Ticket** 10784

**Ticket Opened:** 10/09/06

**Subtype:** Bi-Lingual Translation

**Category:** Service Questions

**Customer Comments:** What is Spanish HOVRS IP address?

**Resolution:** Gave customer espanol.hovrs.tv address to make VRS Spanish calls.

**Ticket Closed:** 10/10/06

**Ticket** 11121

**Ticket Opened:** 12/04/06

**Subtype:** Bi-Lingual Translation

**Category:** Service Questions

**Customer Comments:** Customer asked : "how to call Spanish?"

**Resolution:** Customer Care explained about our Spanish Service and assisted them with adding espanol.hovrs.tv to their Videophone.

**Ticket Closed:** 12/05/06

**Ticket** 11546

**Ticket Opened:** 02/05/07

**Subtype:** Bi-Lingual Translation

**Category:** Service Questions

**Customer Comments:** Video Interpreter called supervisor to station to speak to customer. Caller would like to know if we will ever have Italian interpreters for VRS in the future.

**Resolution:** Customer Care attempted to contact back customer but was unable to after several attempts through IP address.

**Ticket Closed:** 02/07/07

**Ticket** 11862

**Ticket Opened:** 03/12/07

**Subtype:** Bi-Lingual Translation

**Category:** Service Questions

**Customer Comments:** Customer email : "HOVRS.SPANISH.TV" isn't working."

**Resolution:** Customer Care emailed customer back and advised of the correct address "spanish.hovrs.tv".

**Ticket Closed:** 03/13/07